



FILED

5-02-16
04:59 PM

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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

And Related Matters

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

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

**SOUTHWEST GAS CORPORATION (U 905 G)
LOW-INCOME ASSISTANCE PROGRAMS
2015 ANNUAL REPORT**

Carla C. Kolebuck
Senior Counsel
5241 Spring Mountain Road
Las Vegas, NV 89150-0002
Telephone: (702) 364-3287
Facsimile: (702) 252-7283
Email: carla.kolebuck@swgas.com

Attorney for Southwest Gas Corporation

Dated: May 2, 2016

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

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

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

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

And Related Matters

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

**SOUTHWEST GAS CORPORATION (U 905 G)
LOW-INCOME ASSISTANCE PROGRAMS
2015 ANNUAL REPORT**

Southwest Gas Corporation (Southwest Gas or Company) respectfully submits its 2015 Annual Report on low-income assistance programs, attached hereto as Exhibit A, in accordance with the requirements set forth in the April 5, 2004 Second Energy Division Workshop Report on the Review of the Accounting and Reporting Requirements for the California Alternate Rates for Energy (CARE) and Low-Income Energy Efficiency (LIEE) programs of the Small and Multi-Jurisdictional Utilities (SMJUs).¹ Pursuant to Ordering Paragraph 24 of the Decision on Small and Multijurisdictional Utilities' 2012-2014 Energy Savings Assistance Program and California Alternate Rate for Energy Program Applications (D.14-05-004), issued May 1, 2014 in consolidated docket A.11-06-016, Southwest Gas is filing its 2015 Annual Report in the most current consolidated docket.

Rate Recovery

Expenses listed in this report are consistent with the budget amounts approved by the California Public Utilities Commission (Commission) in D.14-05-004 and D14-11-005. D.14-11-005 extends the 2014 SMJU budgets authorized in D.14-05-004 from January 1, 2015

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

1 until a final decision is issued on the SMJUs' 2015-2017 program and budget applications
2 currently pending before the Commission.

3 **Reporting**

4 Southwest Gas' 2015 Annual Report was prepared in accordance with the guidance
5 offered in D.14-05-004.

6 DATED this 2nd day of May, 2016.

7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28

Respectfully submitted,
SOUTHWEST GAS CORPORATION



Carla C. Kolebuck
Senior Counsel
5241 Spring Mountain Road
Las Vegas, NV 89150-0002
Telephone: (702) 364-3287
Facsimile: (702) 252-7283
Email: carla.kolebuck@swgas.com

Attorney for Southwest Gas Corporation

Exhibit A

Southwest Gas Corporation

(U 905 G)

Low Income Assistance Programs

2015 Annual Report

In compliance with:
Decision 14-05-004

Reporting Period:
January 1, 2015 through December 31, 2015

May 2, 2016



SOUTHWEST GAS CORPORATION

Section I

CARE Residential Program

SOUTHWEST GAS CORPORATION
Low Income Assistance Programs
Annual Report

(Reporting Period: January 1, 2015 – December 31, 2015)

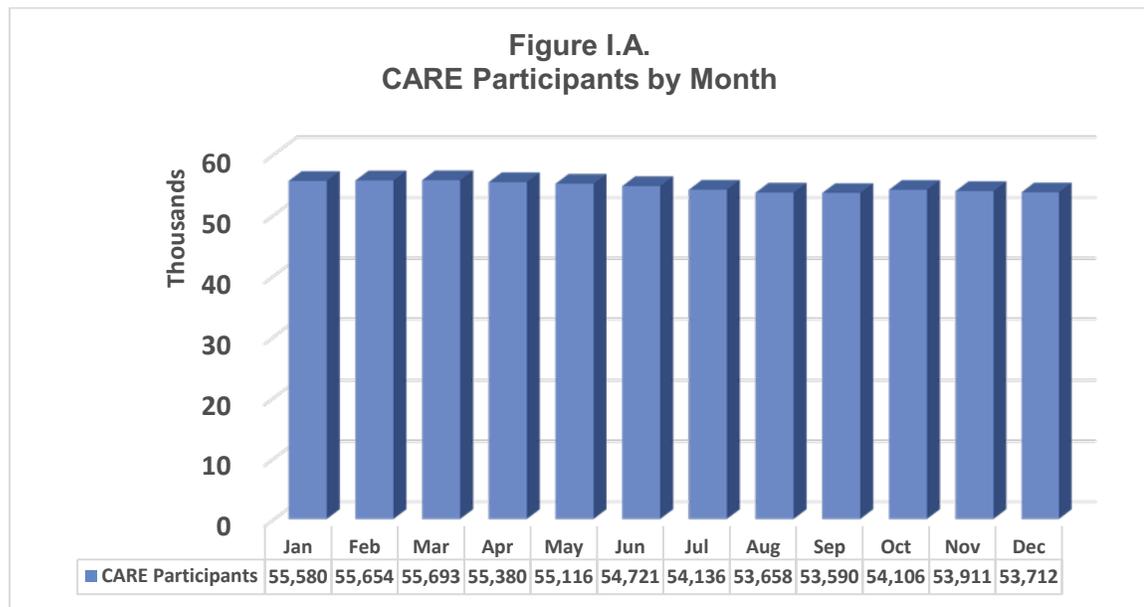
CARE RESIDENTIAL PROGRAM

I. PARTICIPANT INFORMATION

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

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

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



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

Southwest Gas' CARE program participation variance was less than 5 percent from month-to-month during 2015.

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

Southwest Gas' CARE program participation at January 1, 2015, varied by less than 5 percent as compared to CARE program participation at December 31, 2015.

**Table I.A.
CARE Program Participant Information**

Number of CARE participants (including submetered households) by month

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Barstow	3,937	3,941	3,951	3,972	3,968	3,949	3,908	3,850	3,837	3,917	3,883	3,907	3,918
Victorville	45,064	45,080	45,156	44,900	44,750	44,437	43,942	43,618	43,599	44,076	43,889	43,760	44,356
Big Bear	2,782	2,763	2,733	2,692	2,660	2,653	2,627	2,569	2,559	2,550	2,571	2,550	2,642
No. California	509	521	511	501	485	484	473	472	464	460	454	436	481
Truckee	451	463	456	460	451	437	434	428	431	428	430	431	442
So. Lake Tahoe	2,483	2,538	2,537	2,514	2,459	2,420	2,408	2,379	2,363	2,338	2,348	2,291	2,423
Needles	354	348	349	341	343	341	344	342	337	337	336	337	342
CARE Participants	55,580	55,654	55,693	55,380	55,116	54,721	54,136	53,658	53,590	54,106	53,911	53,712	54,605

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

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual Variance
Barstow	-2.4%	0.1%	0.3%	0.5%	-0.1%	-0.5%	-1.0%	-1.5%	-0.3%	2.1%	-0.9%	0.6%	-3.1%
Victorville	-0.9%	0.0%	0.2%	-0.6%	-0.3%	-0.7%	-1.1%	-0.7%	0.0%	1.1%	-0.4%	-0.3%	-3.8%
Big Bear	1.6%	-0.7%	-1.1%	-1.5%	-1.2%	-0.3%	-1.0%	-2.2%	-0.4%	-0.4%	0.8%	-0.8%	-6.9%
No. California	2.2%	2.4%	-1.9%	-2.0%	-3.2%	-0.2%	-2.3%	-0.2%	-1.7%	-0.9%	-1.3%	-4.0%	-12.4%
Truckee	-2.8%	2.7%	-1.5%	0.9%	-2.0%	-3.1%	-0.7%	-1.4%	0.7%	-0.7%	0.5%	0.2%	-7.1%
So. Lake Tahoe	5.7%	2.2%	0.0%	-0.9%	-2.2%	-1.6%	-0.5%	-1.2%	-0.7%	-1.1%	0.4%	-2.4%	-2.5%
Needles	0.9%	-1.7%	0.3%	-2.3%	0.6%	-0.6%	0.9%	-0.6%	-1.5%	0.0%	-0.3%	0.3%	-4.0%
CARE Variance	-0.6%	0.1%	0.1%	-0.6%	-0.5%	-0.7%	-1.1%	-0.9%	-0.1%	1.0%	-0.4%	-0.4%	-3.9%

[1] Due to the differences caused by cycle billing, the annual percent change for the 2015 program year is derived by comparing December 2014 customer counts to December 2015 customer counts.

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

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

1. What is the total number of residential customers?

Southwest Gas' residential customers as of December 31, 2015:

Description	Primary	Secondary	Total
Southern California	131,156	6,579	137,735
Northern California [1]	25,461	17,674	43,135
Total Residential Customers	156,617	24,253	180,870

[1] Includes South Lake Tahoe Jurisdiction.

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

Southwest Gas estimates the following total potential CARE eligible households:

Description	CARE Eligible
Southern California	54,398
Northern California[1]	4,131
Total Eligible CARE Participants [2]	58,529

[1] Includes South Lake Tahoe Jurisdiction.

[2] Secondary Residential Customers are excluded when calculating the total potential CARE eligible households.

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

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

Description	Percent Eligible[1]
Southern California	41.1%
Northern California [2]	16.2%
System Average[3]	37.1%

[1] Secondary Residential Customers are excluded when calculating the total potential CARE eligible households.

[2] Includes South Lake Tahoe Jurisdiction.

[3] System average is a weighted average.

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

The total participants including submetered tenants and the approximate percent of the total estimated eligible as of December 31, 2015:

Description	Total	CARE Percent
Southern California	50,554	92.9%
Northern California	3,158	76.4%
CARE Participants	53,712	91.8%

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

**Table I.B.
CARE Program Participation**

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled [1]	Total CARE Participants [2]	Estimated Eligible [2]	Participation Rate
January	3,326	4	3,330	55,580	57,963	95.9%
February	2,681	27	2,708	55,654	57,981	96.0%
March	3,164	10	3,174	55,693	58,153	95.8%
April	3,186	19	3,205	55,380	58,158	95.2%
May	3,073	9	3,082	55,116	58,150	94.8%
June	3,233	24	3,257	54,721	58,097	94.2%
July	2,509	16	2,525	54,136	58,076	93.2%
August	2,575	34	2,609	53,658	58,069	92.4%
September	2,553	29	2,582	53,590	58,156	92.1%
October	3,338	4	3,342	54,106	58,237	92.9%
November	2,142	17	2,159	53,911	58,374	92.4%
December	2,762	13	2,775	53,712	58,529	91.8%
Totals	34,542	206	34,748			

[1] Includes first-time and re-enrolled CARE customers for residential and submetered tenants.

[2] Based on recorded data twelve months ended December 2015.

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

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

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

MASTER-METERED SUBMETERED PARTICIPANTS

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

As of December 31, 2015, there were 57 master-metered customers with submeters in Southwest Gas' service territory.

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

As of December 31, 2015, Southwest Gas estimated 1,332 submetered tenants that were potentially eligible for the CARE program.

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

As of December 31, 2015, the total number of submetered tenants participating in the CARE program was 1,222, which represents approximately 92 percent of the total estimated eligible.

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

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

II. USAGE INFORMATION

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

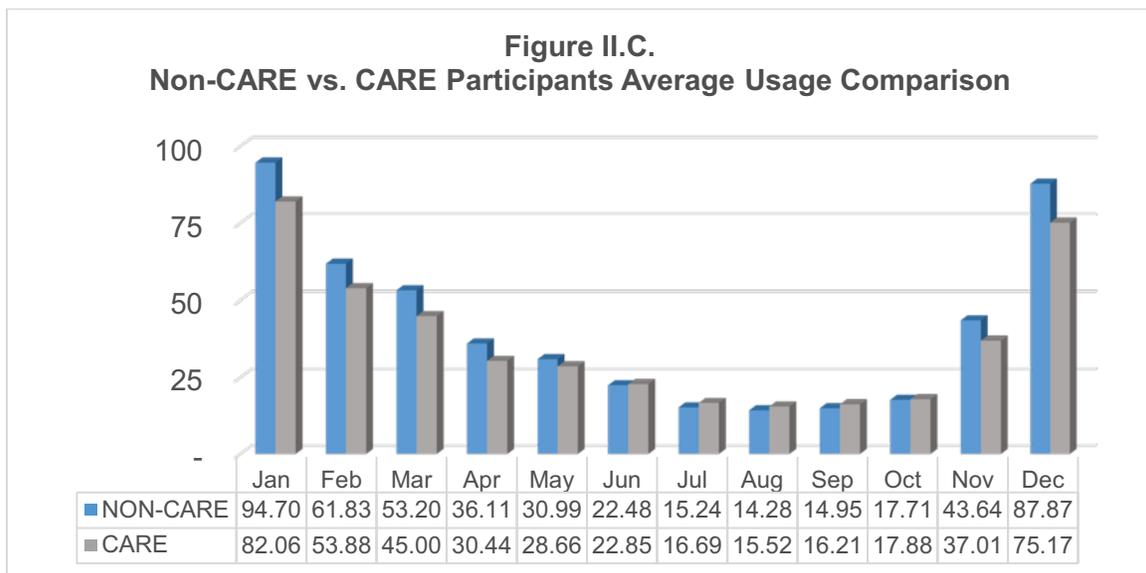
Table II.A. provides Southwest Gas' average residential customer usage (excluding CARE participants and master-metered usage).

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

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

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

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



III. PROGRAM COSTS

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

Table III.A. provides the average monthly bill per residential customer.

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

Table III.B. provides the average monthly bill per CARE participant.

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

Table III.C. provides the average monthly discount by baseline territory for the twelve months ended December 31, 2015.

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

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

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

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

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

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

- **Outreach** activities include bill inserts, direct mailings, newspaper ads, attendance and distribution of applications at public events, website enrollment, bill messages, brochures, bus shelters, Facebook and Twitter posts, data sharing (with Southern California Edison (SCE), Liberty Utilities (Liberty), Bear Valley Electric Service (BVES), Apple Valley Ranchos Water (AVRW), and Golden State Water (GSW)), and capitation fees paid to organizations. All outreach performed in calendar year 2015 is included in Table IV.A.
- **General Administration** includes expenses related to program tracking, reporting and regulatory compliance.
- **Processing, Certification/Recertification and Verification (P/C/V)**
 - **Processing** is the managing of customer applications in Southwest Gas' customer service system (CSS) including adding new CARE customers and removing non-eligible customers.
 - **Certification/recertification** is the review of applications for completeness, conformance with established income parameters and comparison of CSS with the customer of record. Recertification efforts, including automated reminder calls to re-enroll in the program are also included in this category.
 - **Verification** is the review of applications for income eligibility, requests for proof of eligibility, repeat contacts with applicants for additional information and random post-enrollment verifications.

- **Billing System Programming** includes additional programming efforts to create, modify and maintain the CSS database to gather and track customer data, including re-enrollment notifications, random income verifications, data sharing and reporting.
- **Regulatory Compliance** includes costs related to the preparation of Commission-mandated filings and reports.

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

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

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

<i>Tier 1 Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	48.17	34.23	31.05	18.34	12.01	9.77	9.19	8.40	8.91	9.18	21.70	41.64	21.02	252.24	32.51	11.24
Victorville	51.30	41.86	36.58	24.61	18.03	12.32	11.05	10.28	10.75	10.90	22.75	48.32	24.82	297.79	37.54	13.06
Big Bear	71.24	48.97	47.16	30.87	27.97	18.46	9.95	9.70	10.13	12.83	36.73	59.46	31.94	383.22	41.89	10.68
NCA	90.87	67.43	58.15	49.48	39.83	21.68	14.80	13.91	14.89	19.78	59.05	92.65	45.20	542.46	59.67	15.86
Truckee	100.28	68.57	68.37	51.60	40.49	26.97	14.99	14.69	14.97	19.61	51.86	94.69	47.24	566.82	61.93	16.09
SLT	92.43	72.88	65.57	54.45	45.02	23.50	15.56	14.36	15.57	24.37	63.98	91.92	48.34	580.10	63.86	17.51
Needles	16.80	16.60	13.29	12.11	10.19	6.52	5.87	5.85	5.74	5.70	5.94	15.42	10.03	120.38	13.38	5.93
System Average	67.20	51.05	46.28	33.65	26.54	16.68	12.03	11.32	11.90	14.35	35.64	63.10	32.43	389.13	46.71	13.18

<i>Tier 2 Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	28.14	4.68	2.40	0.27	4.48	3.87	3.09	2.70	2.53	3.46	9.39	22.59	7.31	87.70	11.28	4.19
Victorville	30.18	10.36	4.85	0.88	6.38	7.88	3.72	3.43	3.31	3.99	8.52	26.03	9.12	109.41	13.50	5.16
Big Bear	26.53	10.59	9.61	2.93	2.09	4.03	1.91	2.10	1.76	2.39	4.54	19.02	7.29	87.47	9.71	2.05
NCA	18.20	10.31	7.46	4.35	2.42	2.60	2.60	2.07	2.80	1.51	8.10	20.78	6.94	83.26	9.15	2.25
Truckee	27.85	13.32	11.97	5.67	3.01	4.04	2.93	2.97	3.10	3.45	5.70	28.13	9.35	112.18	12.40	3.12
SLT	25.54	13.69	9.74	5.19	2.36	4.27	3.41	2.84	3.86	3.19	11.41	28.67	9.54	114.49	12.51	3.33
Needles	9.30	7.10	2.03	0.82	0.74	4.18	2.13	2.12	2.07	2.10	2.65	3.35	3.22	38.68	4.21	2.54
System Average	27.51	10.78	6.92	2.46	4.44	5.80	3.21	2.96	3.05	3.36	8.00	24.77	8.60	103.23	12.01	4.02

<i>Total Average Monthly Usage (excluding CARE participants and master-metered usage)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	76.32	38.91	33.45	18.61	16.49	13.64	12.27	11.11	11.44	12.64	31.09	64.23	28.33	339.94	43.79	15.43
Victorville	81.48	52.23	41.43	25.48	24.41	20.21	14.76	13.71	14.06	14.89	31.28	74.36	33.93	407.20	51.04	18.22
Big Bear	97.77	59.56	56.77	33.81	30.06	22.49	11.86	11.81	11.89	15.22	41.27	78.48	39.22	470.70	51.60	12.73
NCA	109.08	77.73	65.61	53.83	42.25	24.28	17.40	15.98	17.69	21.29	67.15	113.43	52.14	625.72	68.82	18.11
Truckee	128.13	81.88	80.34	57.28	43.51	31.01	17.92	17.66	18.07	23.07	57.57	122.82	56.58	679.00	74.32	19.21
SLT	117.97	86.58	75.31	59.64	47.38	27.77	18.96	17.20	19.44	27.56	75.39	120.59	57.88	694.59	76.37	20.84
Needles	26.11	23.70	15.32	12.94	10.93	10.70	8.00	7.97	7.81	7.80	8.58	18.77	13.25	159.06	17.59	8.47
System Average	94.70	61.83	53.20	36.11	30.99	22.48	15.24	14.28	14.95	17.71	43.64	87.87	41.03	492.37	58.72	17.20

[1] Based on recorded data for the twelve months ended December 2015.

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

<i>Tier 1 Average CARE Monthly Usage (excluding master-metered usage)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	50.55	36.37	34.01	21.46	13.59	10.77	10.22	9.34	9.96	10.04	23.52	43.08	22.83	273.96	34.85	12.31
Victorville	52.60	42.78	37.75	27.03	19.24	13.30	12.16	11.32	11.93	11.94	24.81	49.30	26.29	315.48	39.07	14.24
Big Bear	71.42	61.79	59.03	47.98	45.93	25.49	13.41	12.97	13.76	19.33	52.59	66.15	41.20	494.40	53.30	14.85
NCA	67.55	58.47	55.39	49.95	44.59	27.13	13.69	12.21	13.20	19.82	46.23	64.59	39.79	477.48	51.09	14.70
Truckee	69.33	57.74	57.35	48.31	39.79	24.19	14.52	13.71	14.51	21.45	48.36	71.53	40.40	484.80	51.86	16.04
SLT	77.64	66.87	63.90	55.57	48.35	26.64	15.04	13.81	15.38	24.06	57.02	75.58	45.28	543.36	58.77	17.04
Needles	18.89	18.80	15.26	13.96	11.30	7.13	6.54	6.40	6.35	6.32	6.64	17.22	11.28	135.36	15.18	6.56
System Average	54.54	44.47	39.89	29.24	21.75	14.46	12.21	11.36	12.03	12.77	27.66	50.86	27.73	332.76	40.90	13.38

<i>Tier 2 Average CARE Monthly Usage (excluding master-metered usage)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	28.52	5.39	2.77	0.38	6.21	5.83	4.58	4.10	3.94	5.08	11.00	23.35	8.45	101.40	11.88	5.76
Victorville	26.91	8.84	4.15	0.67	7.53	8.81	4.52	4.20	4.16	5.14	9.32	23.93	9.03	108.36	12.27	6.04
Big Bear	38.09	17.46	16.05	5.11	3.58	8.82	4.59	5.01	4.61	5.55	7.48	29.13	12.27	147.24	15.44	4.94
NCA	24.75	14.15	11.37	5.67	3.46	4.02	3.15	2.39	3.17	3.21	8.34	25.31	9.12	109.44	12.02	2.98
Truckee	22.70	10.76	8.90	4.86	1.40	4.14	2.80	2.71	3.40	3.78	5.34	25.57	8.06	96.72	10.39	3.17
SLT	29.76	16.10	12.78	6.38	2.78	6.11	4.15	3.48	5.19	5.02	11.17	30.67	11.13	133.56	14.27	4.46
Needles	8.82	7.23	2.43	1.28	0.79	4.98	2.68	2.25	2.43	2.44	2.91	3.30	3.48	41.76	4.36	2.95
System Average	27.53	9.41	5.12	1.20	6.92	8.39	4.48	4.16	4.18	5.11	9.35	24.31	9.19	110.28	12.48	5.61

<i>Total Average CARE Monthly Usage (excluding master-metered usage)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	79.07	41.76	36.77	21.84	19.80	16.60	14.80	13.44	13.91	15.13	34.53	66.43	31.28	375.36	46.74	18.08
Victorville	79.51	51.62	41.90	27.70	26.77	22.11	16.69	15.51	16.08	17.08	34.13	73.23	35.32	423.84	51.34	20.28
Big Bear	109.51	79.24	75.09	53.08	49.51	34.31	18.00	17.98	18.37	24.88	60.07	95.28	53.47	641.64	68.74	19.79
NCA	92.30	72.62	66.76	55.62	48.05	31.15	16.84	14.60	16.37	23.03	54.58	89.90	48.91	586.92	63.11	17.68
Truckee	92.03	68.50	66.25	53.17	41.19	28.33	17.32	16.42	17.91	25.23	53.70	97.10	48.46	581.52	62.24	19.21
SLT	107.41	82.96	76.68	61.95	51.13	32.74	19.19	17.29	20.57	29.08	68.18	106.25	56.42	677.04	73.04	21.50
Needles	27.72	26.03	17.69	15.24	12.09	12.11	9.22	8.65	8.78	8.76	9.55	20.53	14.77	177.24	19.55	9.51
System Average	82.06	53.88	45.00	30.44	28.66	22.85	16.69	15.52	16.21	17.88	37.01	75.17	36.93	443.16	53.38	18.99

[1] Based on recorded data for the twelve months ended December 2015.

CARE Program Costs (in Dollars) [1]

Table III.A.

<i>Program Costs (in Dollars), Average Monthly Bill per Non-CARE Participant (excluding master-metered customers)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	120.27	64.17	63.70	55.27	55.04	31.42	31.25	27.65	27.56	23.77	23.53	21.62	45.24	542.91	57.77	27.59
Victorville	127.08	85.05	84.68	67.36	67.16	41.40	41.09	38.31	38.21	32.89	32.67	25.04	56.42	677.01	69.83	37.54
Big Bear	159.68	102.04	102.01	97.02	96.97	57.05	56.96	48.23	48.12	37.54	37.50	22.30	71.92	863.00	81.60	47.81
NCA	173.55	127.47	127.36	106.87	106.82	84.38	84.24	65.11	65.20	40.07	40.05	30.56	87.49	1049.93	93.89	63.71
Truckee	199.37	134.01	133.85	129.55	129.32	89.78	89.50	66.58	66.53	49.25	49.07	31.07	97.10	1165.19	106.62	68.05
SLT	137.50	104.34	104.58	89.53	89.30	67.29	67.24	52.12	51.99	33.17	33.10	24.36	71.05	852.65	76.75	51.20
Needles	42.64	42.01	42.05	28.59	28.43	24.51	24.66	20.80	20.86	20.07	20.01	16.13	27.61	331.26	31.93	21.79
System Average	143.13	96.98	96.74	82.96	82.76	54.72	54.47	45.81	45.72	35.24	35.08	25.39	66.32	795.81	127.48	49.79

Table III.B.

<i>Program Costs (in Dollars), Average Monthly Bill per CARE Participant (excluding master-metered customers)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	96.35	53.20	46.89	28.03	25.27	21.90	19.85	18.46	18.97	20.10	40.58	73.24	38.70	464.39	56.41	23.32
Victorville	96.07	65.05	52.94	34.68	32.72	27.83	21.78	20.51	21.20	22.10	39.90	80.11	43.07	516.86	61.49	25.57
Big Bear	130.39	98.18	92.81	63.43	55.78	40.34	23.16	23.12	23.60	30.08	65.72	103.12	63.16	757.88	80.53	24.97
NCA	111.80	91.76	83.23	67.20	56.23	37.97	22.69	19.88	21.81	29.09	63.80	104.07	59.71	716.48	76.32	23.34
Truckee	111.76	86.53	82.40	64.14	48.53	35.03	23.16	21.84	23.42	31.43	62.55	111.90	59.02	708.30	75.07	24.95
SLT	96.31	77.66	70.48	54.34	43.20	29.56	19.25	17.28	19.89	26.37	57.04	88.22	50.28	603.34	64.36	20.67
Needles	34.70	35.35	24.88	21.79	17.09	16.91	14.03	13.23	13.51	13.46	14.09	25.45	20.46	245.53	26.15	14.21
System Average	97.68	66.69	55.60	36.96	34.02	28.18	21.58	20.31	21.08	22.59	42.12	81.17	44.19	530.24	62.94	24.11

Table III.C.

<i>Program Costs (in Dollars), Average Monthly Discount per CARE Participant (excluding master-metered customers)</i>													System Average			
Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly	Annual	Winter	Summer
Barstow	22.31	12.20	10.63	6.39	5.68	4.83	4.38	4.18	4.32	4.56	9.36	16.93	8.80	105.61	12.96	4.66
Victorville	22.63	15.95	13.22	8.32	7.74	6.75	5.10	4.82	4.97	5.22	8.51	18.05	10.09	121.04	14.53	5.75
Big Bear	31.30	23.02	21.90	14.87	13.08	9.50	5.45	5.47	5.59	6.93	15.41	24.37	14.88	178.57	21.87	7.71
NCA	26.81	20.69	21.27	16.25	13.62	9.87	5.43	4.73	5.09	7.24	13.05	25.19	14.10	169.20	20.95	7.70
Truckee	26.67	21.25	19.45	15.01	11.54	8.28	5.52	5.14	5.60	7.45	14.89	26.63	14.01	168.06	20.52	7.29
SLT	22.71	17.82	16.99	12.70	9.93	7.33	4.44	4.05	4.57	6.22	12.72	20.57	11.65	139.76	17.31	6.09
Needles	8.24	8.23	5.88	5.03	3.86	4.05	3.24	3.16	3.10	3.25	2.28	5.98	4.79	57.46	6.67	3.42
System Average	23.03	16.15	13.72	8.79	8.02	6.79	5.04	4.76	4.93	5.31	9.25	18.41	10.33	123.93	14.97	5.80

[1] Based on recorded data twelve months ended December 2015.

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

Total CARE Administrative Costs (In Dollars)

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Southern California	5,160	4,029	5,182	4,955	15,686	6,259	2,630	9,587	10,602	12,146	7,559	16,125	99,919
Northern California	1,364	1,337	1,466	1,719	3,340	3,102	845	2,410	2,599	563	1,628	5,196	25,568
Total Costs	6,523	5,366	6,649	6,674	19,026	9,361	3,475	11,996	13,201	12,709	9,187	21,322	125,487

Number of Participating CARE Customers

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Monthly Average
Southern California	52,137	52,132	52,189	51,905	51,721	51,380	50,821	50,379	50,332	50,880	50,679	50,554	51,259
Northern California	3,443	3,522	3,504	3,475	3,395	3,341	3,315	3,279	3,258	3,226	3,232	3,158	3,346
Total CARE Participants	55,580	55,654	55,693	55,380	55,116	54,721	54,136	53,658	53,590	54,106	53,911	53,712	54,605

Average Administrative Cost per Participating Customer (In Dollars)

Description	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	System Average
Southern California	0.10	0.08	0.10	0.10	0.30	0.12	0.05	0.19	0.21	0.24	0.15	0.32	1.95
Northern California	0.40	0.38	0.42	0.49	0.98	0.93	0.25	0.73	0.80	0.17	0.50	1.65	7.64
System Average	0.12	0.10	0.12	0.12	0.35	0.17	0.06	0.22	0.25	0.23	0.17	0.40	2.30

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

[2] Northern California references include South Lake Tahoe.

**Table III.E.
2015 Breakdown of CARE Program Costs (in Dollars)**

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD	Annual Budget [1]	% of Budget
Outreach							
Capitation fees	\$ 615	\$ 705	\$ 1,035	\$ 465	\$ 2,820		
Applications/Inserts	7,861	13,243	12,175	8,282	41,562		
Media	0	0	0	0	0		
Other [2]	0	5,518	125	14,034	19,678		
Other subsumed in general rates [3]	0	0	0	0	0		
Subtotal Outreach	\$ 8,476	\$ 19,467	\$13,335	\$ 22,781	\$ 64,059	100,000	64.1%
Processing/Certification/Verification							
Internal	930	2,189	1,420	4,717	9,257		
Outside Services	2,586	4,319	6,072	7,466	20,442		
Subtotal P/C/V	3,516	6,509	7,492	12,183	29,699	98,000	30.3%
General Administration							
Billing system programing					0		
Consulting services	750	0	0	0	750		
Labor costs (including overhead)	5,796	8,103	7,106	7,847	28,852		
Incremental	0	0	0	0	0		
Regulatory compliance	0	0	0	0	0		
Travel	0	982	740	405	2,127		
Filings	0	0	0	0	0		
Other [2]	0	0	0	0	0		
Other subsumed in general rates [3]	0	0	0	0	0		
Subtotal General Admin.	\$ 6,546	\$ 9,085	\$ 7,845	8,252	31,729	30,000	105.8%
Total Program Costs (including costs subsumed in General Rates)	18,538	35,060	28,672	43,217	125,487	228,000	55.0%
Total Program Costs (excluding costs subsumed in General Rates)	18,538	35,060	28,672	43,217	125,487	228,000	55.0%
CARE Program Discount	2,954,874	1,311,813	812,260	1,883,125	6,962,071	8,845,624	78.7%
Grand Total Program Costs (including costs subsumed in General Rates and customer discounts)	2,973,412	1,346,873	840,932	1,926,342	7,087,558	9,073,624	78.1%
Grand Total Program Costs (excluding costs subsumed in General Rates and customer discounts)	2,973,412	1,346,873	840,932	1,926,342	7,087,558	9,073,624	78.1%

[1] The 2015 program year budget amounts were authorized in D.14-05-004 and D.14-11-005. D.14-11-005 extended the SMJU's 2012-2014 budgets approved in D.14-05-004 until a final decision is issued in the 2015-2017 budget applications currently pending before the Commission.

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

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

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

Southwest Gas' CARE and ESA account balances for twelve months ended December 31, 2015 is shown in Table III.F, below.

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

	Amounts
Beginning balance January 1, 2015 [1]	\$ (2,111,497)
Program benefits	6,962,071
Interest accrual	(1,184)
Recoveries through surcharges	(3,843,947)
Unreimbursed BOE activity	(237,415)
Administration costs	125,487
Net ending balance December 31, 2015 [2]	\$ 893,515

[1] This table details general ledger account activity from January 1, 2015 to December 31, 2015. The beginning balance includes previously reported unreimbursed BOE activity of \$1,996,298.

[2] The net ending balance includes net reimbursed BOE accruals of \$1,758,883.

ESA Program Account Balance (in Dollars)

	Amounts
Beginning balance January 1, 2015 [1]	\$ 676,863
Interest accrual	4,311
Recoveries through surcharges	(3,891,715)
Unreimbursed BOE activity	3,246,209
Administration costs	3,252,508
Net ending balance December 31, 2015 [2]	\$ 3,288,176

[1] Includes previously reported unreimbursed BOE accruals of \$312,825.

[2] Includes net reimbursed BOE accruals of \$2,933,384.

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

Incremental costs directly associated with the CARE program and ESA program are recorded in the balancing accounts. These costs include the CARE discount and program budgets and ESA program budgets, along with program specific administrative costs as described in the responses to III.E. on pages 8-9, Table III.E on page 14, Table VIII.A. on page 32 and Table VIII.B. on page 33. Some administrative costs are included directly in base rates and are not tracked.

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

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

Description	Surcharge Collected (in Dollars)	Surcharge \$/Therm	% of Average Bill	% of Total Surcharge
Northern California				
Residential	326,405	0.01234	0.9%	66.9%
Commercial	144,049	0.01234	1.2%	29.5%
Industrial	1,065	0.01234	1.4%	0.2%
Transportation	16,565	0.01234	3.1%	3.4%
Total Northern California	488,084			100.0%
Southern California				
Residential	2,080,918	0.05883	3.6%	62.0%
Commercial	985,436	0.05883	5.1%	29.4%
Industrial	77,084	0.05883	6.2%	2.3%
Transportation	212,426	0.05883	12.4%	6.3%
Total Southern California	3,355,863			100.0%
Total California	3,843,947			

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

Total annual CARE program benefits provided as of December 31, 2015 were \$6,962,071.

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

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

IV. OUTREACH

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

Table IV.A. on pages 18-20 summarizes the outreach activities undertaken during the program year.

B. Provide a narrative discussion of the following:

1. Sharing information in overlapping service territories.

Southwest Gas continues to share lists of active CARE customers electronically with SCE, Liberty, BVES, AVRW and GSW. For master-metered submetered active CARE customers, manual lists are exchanged with SCE and Liberty. Table IV.B.1., below, provides actual total data shares, auto-enrolls, and CARE applications mailed for partial matches that were conducted during the program year.

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

Data Share Partners	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
SCE Residential [1]	0	0	0	1,508	1,508
SCE Master-Meter Submetered	0	0	0	0	0
Liberty Residential [2]	0	0	0	0	0
Liberty Master-Meter Submetered	0	0	0	0	0
BVES	0	53	0	69	122
AVRW	0	315	227	0	542
GSW	0	26	33	0	59
Total CARE Customers Shared	0	394	260	1,577	2,231
Partial Matches	0	283	210	460	953
Auto-enrolled	0	111	50	1,117	1,278

[1] Technical difficulties were experienced with the SCE data share connection and resolved in the 4th quarter.

[2] Southwest Gas continues to work with Liberty to develop an electronic data exchange process.

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

Southwest Gas contracts with community based organizations and outside contractors who administer the ESA program and provide a CARE capitation initiative to reach more customers in need and achieve greater economies of scale. Additionally, Southwest Gas shares residential customer data with SCE, Liberty, BVES, AVRW and GSW and master-metered submetered customer data with SCE and Liberty to identify ESA program participants, in an effort to enroll them in CARE.

3. Leveraging CARE funds with other utility assistance programs.

Southwest Gas continues to discuss ways to jointly administer and promote the CARE program statewide with the ESA program and Medical Baseline initiatives, where feasible. In addition, Southwest Gas continues auto-enrollment based on Low Income Home Energy Assistance Program participation.

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

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

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

The annual application bill insert, phone enrollment, phone reenrollment, data sharing projects, and website online enrollment have proven to be the most cost-effective ways of increasing CARE participation and reaching underserved households. However, Southwest Gas continues to pursue other methods to improve and automate these projects in order to maximize its outreach efforts and is currently working with Opower to increase participation in the CARE and ESA programs.

**Table IV.A.
2015 CARE Outreach Activities**

Activity	Summary	Timeline	Status	Cost [1]
Applications	Updated CARE application income guidelines and ESA program information.	May	Completed	N/A
Applications	CARE applications were sent to identify potential eligible residential customers.	January - December	Completed	\$25,275
Bill Insert	Included a bill insert promoting CARE/ESA programs in monthly bills mailed to all California residential customers.	March	Completed	N/A
Bill Insert	Included a bill insert promoting CARE/ESA Programs and noticing a Workshop Regarding Low Income Annual Report filing in monthly bills mailed to all Southern California residential customers.	May	Completed	N/A
Bill Insert	Included a bill insert promoting CARE/ESA programs in 146,667 monthly bills mailed to California residential customers.	May	Completed	N/A
Bill Insert	Included a bill insert promoting CARE/ESA Programs and noticing a Workshop Regarding Low Income Annual Report filing in monthly bills mailed to all Northern California residential customers.	June	Completed	N/A
Bill Insert	Included CARE Applications in English and Spanish, in monthly bills mailed to all residential customers.	October	Completed	N/A
Bus Shelter Print Ads	Print advertisements at Bus Shelters promoting all low income programs were placed at various locations on rotating schedules throughout the year: 1. City of Victorville - Bear Valley / Balsam 2. City of Victorville - Hesperia / Silica 3. City of Victorville - Park Avenue / Palmdale 4. City of Hesperia - Main Street & H Ave 5. City of Hesperia - 8th Ave & Juniper 6. City of Hesperia - Bear Valley & Mariposa 7. Big Bear Lake – KBHR	December	Completed	\$2,461
Enrollment - Capitation	Community Action Partnership of San Bernardino County, Project Go, Residential Weatherization, TELACU and Quality Conservation Services were paid a \$15 per enrollment incentive fee for 206 new customers assisted with enrollment in the CARE program.	January - December	Completed	\$3,135
Courtesy Call Message	CARE and Medical Baseline message added to all California customer courtesy calls regarding a disconnect notice.	January - December	Completed	N/A
Enrollment - Data Share	Exchanged CARE customer data electronically with SCE, Liberty, BVES, GSW, and AVRW. 1,278 were auto-enrolled, and 953 were identified as potential CARE Customers.	January - December	Completed	N/A
IVR System	CARE program information is available via Southwest Gas' Interactive Voice Response (IVR) system.	January - December	Completed	N/A

Activity	Summary	Timeline	Status	Cost [1]
On-hold Messages	CARE and Medical Baseline programs are promoted while customers wait for the next available Call Center representative.	January - December	Completed	N/A
Postcard	Postcard promoting CARE, ESA and Medical Baseline was mailed to 87,822 customers who were delinquent, were coded as elderly or disabled and indicated they were unemployed, laid off, and/or received HEAP assistance.	August	Completed	N/A
Recertification	Sent a self-mailer composed of a letter and recertification application to customers recently removed from CARE due to failure to recertify, encouraging them to re-enroll in the program.	January - December	Completed	N/A
Re-enrollment Mailing	Sent 6,978 CARE re-enrollment applications to previously active CARE customers no longer enrolled in the CARE Program.	January - December	Completed	\$2,075
Website	CARE is promoted on Southwest Gas' website for customers to obtain program information.	January - December	Completed	N/A
Website enrollments	4,323 customers enrolled in CARE and 5,928 CARE participants recertified online though Southwest Gas' website.	January - December	Completed	N/A
Print Ads	Print advertisements promoting the CARE program were placed in the following 9 publications throughout the year and were estimated to reach approximately 786,600 customers. 1. Big Bear Grizzly 2. El Mojave 3. For Rent 4. Moonshine Inc. 5. Needles Desert Star 6. San Bernardino American News 7. Sierra Sun 8. Sunday Press Dispatch 9. Tahoe Daily Tribune	March - November	Completed	\$4,970
Community Affairs Activity	Distributed 855 CARE applications to 9 agencies throughout the year: 1. Bear Valley Meals on Wheels 2. El Dorado County Community Services 3. Family Resource Center 4. Live Violence Free (formerly Women's Center) 5. Morongo TANF 6. Nevada County Human Services 7. No Tahoe Family Resources Center 8. Placer County Human Services 9. Tahoe Youth & Family Services	January - December	Completed	N/A

Activity	Summary	Timeline	Status	Cost [1]
Community Events Activity	Distributed 544 CARE applications at 27 various events throughout the year. 1. 41st Annual Cinco de Mayo Family Festival 2. Apple Valley Emergency Preparedness Fair 3. Apple Valley Fire Protection District Health & Resource Fair 4. BVES Earth Day Expo 5. Cinco de Mayo 6. Earth Day Expo 7. FireFest Lake Tahoe Basin Interagency Extravaganza 20th Anniversary 8. Gardnerville Chamber of commerce 9. Hesperia Health & Safety Fair 10. Hesperia Mega Mixer Business Expo 11. High Desert Home & Garden Show 12. Home & Garden Show 13. Kids Safety Fair (SB County Sheriff's Department) 14. Kiwanis Community Fair 15. NAOIP Golf tournament 16. National Night Out 17. Public Safety Fair 18. Safe Grad 5K 19. Sears National Safety Weekend 20. Senior Day at the San Bernardino County Fair 21. Shake, Rattle & Roll out Emergency Preparedness Fair 22. Silver Lakes Safety Fair 23. Sun City Apple Valley Safety Day 24. SWG Coat Drive 25. Truckee Air Show 26. Low Income Public Workshop 27. Victorville Fall Festival	January - December	Completed	\$175

[1] Southwest Gas includes costs when directly associated with a specific outreach project. Costs are not included when associated with several projects or when subsumed in general rates.

V. PROGRAM MANAGEMENT

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

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

Month	Received	Approved	Denied As Ineligible	Incomplete	Duplicate
January	1,437	1,307	13	10	107
February	1,261	1,133	10	12	106
March	1,543	1,413	10	14	106
April	1,708	1,591	12	6	99
May	1,931	1,759	17	12	143
June	1,863	1,688	14	21	140
July	1,219	1,097	10	9	103
August	1,414	1,280	23	15	96
September	1,513	1,383	27	21	82
October	1,128	999	15	7	107
November	990	858	19	10	103
December	1,414	1,257	11	7	139
Total	17,421	15,765	181	144	1,331

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

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

VI. CERTIFICATION AND VERIFICATION PROCESSES

- A. Provide a table showing the total number of participants asked to recertify their eligibility during the reporting period. The table should show the total recertification applications requested, the total recertification applications received, the total recertified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not return the recertification application.

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

Month	Applications Requested	Applications Received [1]	Recertified	Denied Ineligible	Incomplete	Removed [2]
January	2,037	1,204	1,100	10	8	686
February	1,352	946	862	8	9	432
March	2,114	1,298	1,207	8	7	428
April	3,157	1,476	1,377	10	5	542
May	2,624	1,778	1,624	16	8	403
June	1,851	1,696	1,539	14	20	437
July	1,816	1,036	936	9	5	770
August	2,042	1,153	1,034	21	14	435
September	1,644	920	866	6	7	417
October	1,355	829	736	8	3	658
November	2,290	743	641	9	5	481
December	1,593	1,191	1,045	10	5	342
Total	23,875	14,270	12,967	129	96	6,031

[1] Southwest Gas counts all duplicate applications as reenrollments for customers that are already enrolled in the CARE program. These represent only paper applications received.

[2] Non-responsive CARE customers up for recertification are contacted multiple times over a several months before they are removed.

- B. Provide a table showing the total number of participants asked for income verification during the reporting period. The table should show the total verifications requested, the total verifications received, the total verified, the total denied as ineligible, and the total returned to the participant as incomplete for the reporting period. Include the total number of participants who were removed from the program because they did not respond to a request for income verification.**

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

Month	Verifications Requested	Verifications Received	Verified	Denied Ineligible	Incomplete	Removed
January	248	142	130	7	5	130
February	221	133	115	8	9	109
March	251	140	122	8	10	133
April	229	116	107	7	2	128
May	234	73	61	4	7	131
June	235	148	130	5	7	142
July	240	130	119	6	3	141
August	176	100	95	3	0	134
September	229	92	91	0	1	122
October	194	90	79	5	0	113
November	201	100	90	4	0	143
December	225	143	136	4	0	116
Total	2,683	1,407	1,275	61	44	1,542

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

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

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

Every two years a packet is mailed to all master-metered customers that includes CARE

program applications, Applications for Additional Baseline Allowance for Qualified Medical Conditions, and Energy Assistance program brochures for distribution to their tenants.

Southwest Gas did not identify any problems between master-metered ratepayers and submetered customers during this reporting period.

- D. Describe any third-party process used for CARE certification, recertification, and verification processes. Describe how these processes compare with the utility's efforts as far as cost effectiveness and effectiveness in reaching underserved households.**

Southwest Gas continues to internally administer the CARE program. The use of outside agencies has not been determined to be cost-effective at this time.

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

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

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

Southwest Gas provides all customers the opportunity to sign-up for both the CARE and ESA Programs online through the Company's website, www.swgas.com. During the reporting period, approximately 10,251 Southwest Gas customers utilized the Company's website to enroll or recertify in the CARE program, and approximately 617 customers submitted online requests for further information regarding the ESA Program.

VII. OTHER TOPICS

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

There were no significant changes from the previous reporting period.

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

Southwest Gas regularly meets with other utilities to share best practices and streamline processes for the CARE program. Collaboration among the utilities has proven to be beneficial and cost-effective. Southwest Gas has no additional comments, recommendations or issues that need to be addressed.

Section II

CARE Expanded Program

CARE EXPANDED PROGRAM

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

I. PARTICIPANT INFORMATION

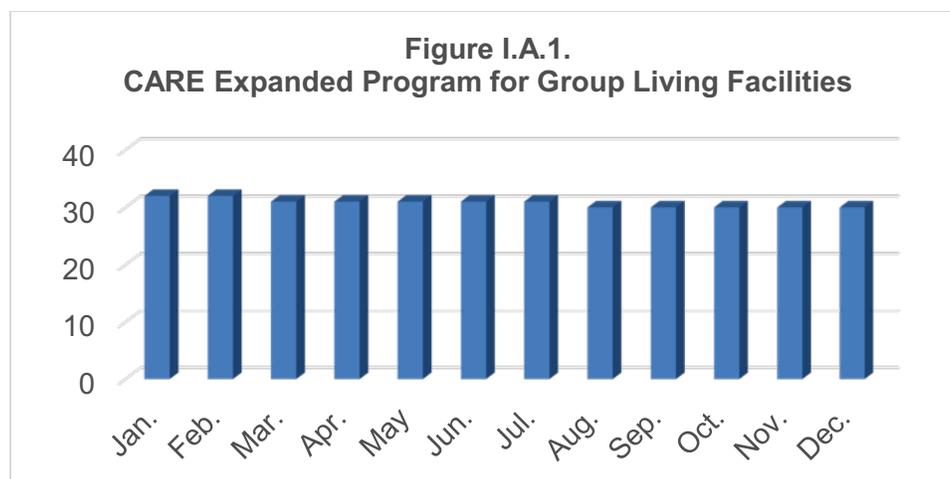
A. Number of participating non-profit facilities, by type, by month. The data should be provided in numerical tables and also in graph form as follows:

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

As of December 31, 2015, Southwest Gas had 30 group commercial living facilities receiving the CARE Extended program discount. This information is provided by month in Table I.A.1. and Figure I.A.1., below. There were no group residential living facilities within Southwest Gas' service territories that are currently participating in the CARE Expanded program.

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

Month	Total
January	32
February	32
March	31
April	31
May	31
June	31
July	31
August	30
September	30
October	30
November	30
December	30



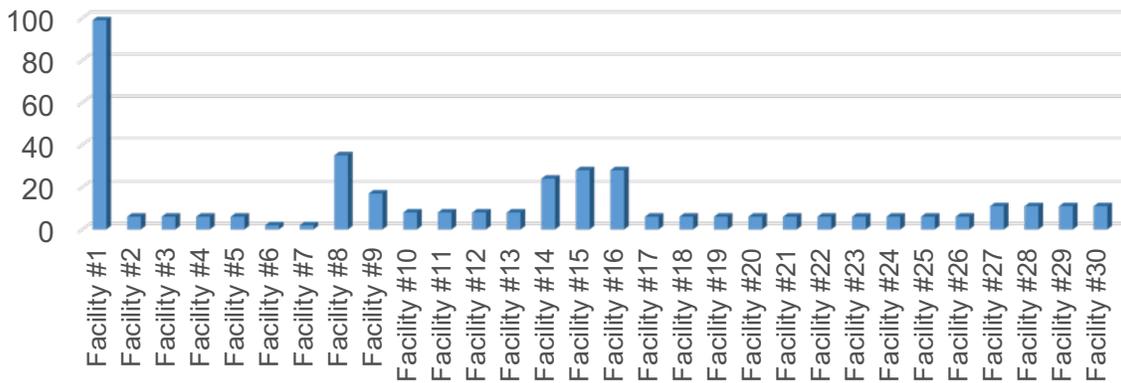
2. Total number of residents (excluding caregivers) of residential and commercial non-profit CARE Expanded facilities.

The total number of residents at the commercial non-profit group living facilities receiving the CARE Expanded program rate is 395. Table I.A.2. and Figure I.A.2. provide a breakdown of this information per facility.

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

Description	Total Residents	Description	Total Residents
Facility #1	99	Facility #16	28
Facility #2	6	Facility #17	6
Facility #3	6	Facility #18	6
Facility #4	6	Facility #19	6
Facility #5	6	Facility #20	6
Facility #6	2	Facility #21	6
Facility #7	2	Facility #22	6
Facility #8	35	Facility #23	6
Facility #9	17	Facility #24	6
Facility #10	8	Facility #25	6
Facility #11	8	Facility #26	6
Facility #12	8	Facility #27	11
Facility #13	8	Facility #28	11
Facility #14	24	Facility #29	11
Facility #15	28	Facility #30	11
Total Residents		395	

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



II. PROGRAM COSTS

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

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

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

Please refer to response II.A, above.

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

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

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

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

The total CARE Expanded Program discount for all facilities for the reporting period was \$17,294.40. The average annualized discount per commercial facility was \$560.11.

III. OUTREACH

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

Southwest Gas mailed CARE Expanded program information to group living and residential care facilities in Southwest Gas' California service territories during September 2015. Southwest Gas did not receive any completed applications as a result of this outreach effort. Table III.A. demonstrates the outreach activities undertaken during the program year.

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

Applications	
Mailed	9
Returned	0
Approved	0
Denied	0
Return incomplete	0

B. Provide a narrative discussion of the following:

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

Due to the low number of facilities in its service territories, Southwest Gas has determined that direct mailings to the group living and residential care facilities continue to be the most appropriate and cost-effective outreach method.

2. Sharing information in overlapping service territories;

During this reporting period, Southwest Gas did not share data on any new group living facilities in overlapping territories served by other utilities.

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

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

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

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

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

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

IV. PROGRAM MANAGEMENT

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

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

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

Applications	
Received	30
Approved	30
Denied	0
Return incomplete	0

B. State the reasons CARE applications are not approved.

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

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

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

Southwest Gas did not encounter any problems with the re-enrollment and verification processes for the CARE Expanded program.

V. OTHER TOPICS

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

There were no significant changes during the reporting period.

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

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

Section III

Energy Savings Assistance Program

VIII. ESA RESIDENTIAL PROGRAM

Complete the following tables for the ESA Program.

Table VIII.A. – 2015 Total ESA Program Expenses (in Dollars)

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD	Annual Budget [1]	% of Budget
Program Costs							
Weatherization [2]	\$ 690,321	\$ 928,256	\$ 796,321	\$ 644,018	\$ 3,058,917	\$3,233,077	94.6%
Total Program Costs	690,321	928,256	796,321	644,018	3,058,917	3,233,077	94.6%
Administrative Costs [3]							
Outreach	1,436	5,332	14,733	3,566	25,067	53,048	47.3%
Inspections	3,920	25,358	44,713	44,100	118,090	94,882	124.5%
General	31,271	25,901	25,770	27,457	110,398	202,211	54.6%
Total Administrative Costs	36,627	56,590	85,215	75,123	253,554	350,141	72.4%
Grand Total	726,948	984,846	881,536	719,141	3,312,471	3,583,218	92.4%

[1] The 2015 program year budget amounts were authorized in D.14-05-004 and D.14-11-005. D.14-11-005 extended the SMJU's 2012-2014 budgets approved in D.14-05-004 until a final decision is issued in the 2015-2017 budget applications currently pending before the Commission. The budget shown above also includes 2014 carry-over totaling \$78,782.

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

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

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

Description	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD	Annual Budget [1]	% of Budget
Outreach							
Applications/Inserts	\$ 1,401	\$ 225	\$ 291	\$ 112	\$ 2,029		
Media	0	0	0	0	0		
Other Outreach	35	5,106	14,442	3,454	23,037		
Other Outreach subsumed in General Rates [2]	0	0	0	0	0		
Subtotal Outreach	1,436	5,332	14,733	3,566	25,067	53,048	47.3%
Inspections							
Internal	0	0	0	0	0		
Outside Services	3,920	25,358	44,713	44,100	118,090		
Subtotal Inspections	3,920	25,358	44,713	44,100	118,090	94,882	124.5%
General							
Billing System/Programming	0	0	0	0	0		
Consulting Services	0	0	1,500	0	1,500		
Regulatory Compliance	0	0	0	0	0		
Travel	139	556	1,776	1,369	3,839		
Filings	0	0	0	0	0		
Labor Costs (including overhead)	20,411	25,325	22,494	26,087	94,317		
Incremental	0	0	0	0	0		
Subsumed in General Rates	0	0	0	0	0		
Other Outside Services	0	0	0	0	0		
Other General	10,721	20	0	0	10,741		
General costs subsumed in General Rates [2]	0	0	0	0	0		
Subtotal General	31,271	25,901	25,770	27,457	110,398	202,211	54.6%
Total ESA Program Administration Costs (Including Costs Subsumed In General Rates)	36,627	56,590	85,215	75,123	253,554	350,141	72.4%
Total ESA Program Administration Costs (Excluding Costs Subsumed In General Rates)	36,627	56,590	85,215	75,123	253,554	350,141	72.4%

[1] The 2015 program year budget amounts were authorized in D.14-05-004 and D.14-11-005. D.14-11-005 extended the SMJU's 2012-2014 budgets approved in D.14-05-004 until a final decision is issued in the 2015-2017 budget applications currently pending before the Commission. The budget shown above also includes 2014 carry-over totaling \$78,782.

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

Table VIII.C. – 2015 ESA Program Outreach Activities

Activity	Summary	Timeline	Status	Cost [1]
Bill Insert	Included a bill insert promoting CARE/ESA programs in monthly bills mailed to all California residential customers.	March	Completed	N/A
Bill Insert	Included a bill insert promoting CARE/ESA Programs and noticing a Workshop Regarding Low Income Annual Report filing in monthly bills mailed to all Southern California residential customers.	May	Completed	N/A
Bill Insert	Included a bill insert promoting CARE/ESA in 146,667 monthly bills mailed to California residential customers.	May	Completed	N/A
Bill Insert	Included a bill insert promoting CARE/ESA Programs and noticing a Workshop Regarding Low Income Annual Report filing in monthly bills mailed to all Northern California residential customers.	June	Completed	N/A
Bill Insert	Included CARE Applications in English and Spanish, with ESA program information, in monthly bills mailed to all residential customers.	August	Completed	N/A
Bus Shelter Print Ads	Print advertisements at Bus Shelters promoting all low income programs were placed at various locations on rotating schedules throughout the year. 1. City of Victorville - Bear Valley / Balsam 2. City of Victorville - Hesperia / Silica 3. City of Victorville - Park Avenue / Palmdale 4. City of Hesperia - Main Street & H Ave 5. City of Hesperia - 8th Ave & Juniper 6. City of Hesperia - Bear Valley & Mariposa 7. Big Bear Lake – KBHR	December	Completed	\$2,461
Website	The ESA program is promoted on Southwest Gas' website for customers to obtain program information.	January - December	Completed	N/A
Community Affairs Activity	Distributed 120 ESA Program brochures to 2 agencies throughout the year. 1. Morongo TANF 2. Bear Valley Meals on Wheels	January - December	Completed	N/A

Activity	Summary	Timeline	Status	Cost [1]
Community Affairs Activity	<p>Distributed 820 ESA Program brochures at the following 26 various events throughout the year:</p> <ol style="list-style-type: none"> 1. 41st Annual Cinco de Mayo Family Festival 2. Apple Valley Emergency Preparedness Fair 3. Apple Valley Fire Protection District Health & Resource Fair 4. BVES Earth Day Expo 5. Cinco de Mayo 6. Earth Day Expo 7. FireFest Lake Tahoe Basin Interagency Extravaganza 20th Anniversary 8. Gardnerville Chamber of commerce 9. Hesperia Health & Safety Fair 10. Hesperia Mega Mixer Business Expo 11. High Desert Home & Garden Show 12. Home & Garden Show 13. Kids Safety Fair (SB County Sheriff's Department) 14. Kiwanis Community Fair 15. NAOIP Golf tournament 16. National Night Out 17. Public Safety Fair 18. Safe Grad 5K 19. Sears National Safety Weekend 20. Senior Day at the San Bernardino County Fair 21. Shake, Rattle & Roll out Emergency Preparedness Fair 22. Silver Lakes Safety Fair 23. Sun City Apple Valley Safety Day 24. SWG Coat Drive 25. Truckee Air Show 26. Low Income Public Workshop 27. Victorville Fall Festival 	January - December	Completed	\$125
Door hangers	<p>Created and distributed door hangers to ESA contractors for use in their outreach efforts to promote the ESA program throughout northern and southern California. This outreach activity was a joint marketing effort with Liberty Utilities in northern California and with Bear Valley Electric Service in southern California.</p>	January - December	Completed	N/A

Activity	Summary	Timeline	Status	Cost [1]
E-mail Blast	Follow-up e-mail sent to 203 customers who did not respond to attempts to schedule an ESA program home assessment based on online interest web forms submitted in 2014, based on a list of 239 leads. Customer contact information was forwarded to the appropriate ESA contractor for follow-up as potential leads.	March	Completed	\$77
Interest Web form	Interest web forms were submitted online by customers directly or by Southwest Gas representatives for customers calling in. Customer contact information was forwarded to the appropriate ESA contractor for follow-up as potential leads.	January - December	Completed	N/A
On-hold Messages	ESA is promoted while customers wait for the next available Call Center representative.	January - December	Completed	N/A
Print Ads	Print advertisements promoting the ESA program were placed in the following 9 publications throughout the year and were estimated to reach approximately 786,600 customers. 1. Big Bear Grizzly 2. El Mojave 3. For Rent 4. Moonshine, Inc. 5. Needles Desert Star 6. San Bernardino American News 7. Sierra Sun 8. Sunday Press Dispatch 9. Tahoe Daily Tribune	March - November	Completed	\$22,709
Targeted Mailing	Follow-up letters were mailed to 1,686 ESA program participants reminding them to continue practicing energy-saving methods in their homes to assist in reaching energy-saving goals for California.	January - December	Completed	\$725
ESA Contractors and CBOs Activities	Telephone marketing, mailing flyers, community events (local area farmers markets, MB Haven Project Connect), email blasts monthly, canvassing areas distributing flyers, door hangers, and working with other CBO in the community (Department of Aging and Adult Services, pre-schools, and property management companies) to identify potential ESA participants.	January - December	Completed	N/A

[1] Southwest Gas includes costs when directly associated with a specific outreach project. Costs are not included when associated with several projects or when subsumed in general rates.

Table VIII.D. – 2015 Installations and Costs (by Quarter)

2015 ESA INSTALLATIONS & COSTS		First Quarter: January - March					
		Completed			Costs [1]		
Measures	Units	NCA	SCA	Total	NCA	SCA	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	39	39	\$0	\$1,413	\$1,413
Outlet Switch Gaskets	Home	0	411	411	\$0	\$8,935	\$8,935
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	0	198	198	\$0	\$6,354	\$6,354
Weatherization							
Attic Insulation	Sqft	0	418	418	\$0	\$8,592	\$8,592
Attic Venting	Home	0	101	101	\$0	\$3,189	\$3,189
Ceiling Insulation	Sqft	0	19,546	19,546	\$0	\$25,867	\$25,867
Floor Insulation	Sqft	0	0	0	\$0	\$0	\$0
Kneewall Insulation	Sqft	0	0	0	\$0	\$0	\$0
Weather-stripping	Home	0	0	0	\$0	\$0	\$0
Caulking	Home	0	372	372	\$0	\$30,094	\$30,094
Home Repairs	Home	0	237	237	\$0	\$8,572	\$8,572
Low Flow Shower Device	Home	0	1,551	1,551	\$0	\$59,722	\$59,722
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	0	32	32	\$0	\$654	\$654
Sink Faucet Aerator	Home	0	1,040	1,040	\$0	\$8,611	\$8,611
Water Heater Blanket	Home	0	17	17	\$0	\$897	\$897
Weatherization Mileage	Home	0	0	0	\$0	\$0	\$0
Furnaces							
Repair - Gas	Each	0	205	205	\$0	\$23,424	\$23,424
Replacement - Gas	Each	0	21	21	\$0	\$48,431	\$48,431
Other Incidentals	Home	0	137	137	\$0	\$5,909	\$5,909
Miscellaneous Measures							
Door Replacement	Each	0	100	100	\$0	\$25,614	\$25,614
Glass Replacement	Each	0	267	267	\$0	\$10,530	\$10,530
Duct Sealing/Testing	Home	0	191	191	\$0	\$29,023	\$29,023
Duct Wrap	Home	0	0	0	\$0	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Oper	Sqft	0	0	0	\$0	\$0	\$0
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Water Heater Repair/Replace	Each	0	20	20	\$0	\$22,038	\$22,038
HE Clothes Washers	Each	0	111	111	\$0	\$87,373	\$87,373
NGAT	Each	0	488	488	\$0	\$22,731	\$22,731
Administration	Home	0	510	510	\$0	\$73,440	\$73,440
Outreach/Assessment	Home	0	1,529	1,529	\$0	\$79,149	\$79,149
Other (L,O&M)	Home	0	1,899	1,899	\$0	\$65,446	\$65,446
Education							
In-home Education	Home	0	511	511	\$0	\$34,313	\$34,313
Education Workshops		0	0	0	\$0	\$0	\$0
Other (please specify)		0	0	0	\$0	\$0	\$0
Totals		0	29,951	29,951	\$0	\$690,321	\$690,321
Total Homes Treated		0	511	511			
Total Homes Weatherized		0	511	511			

[1] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2015 ESA INSTALLATIONS & COSTS		Second Quarter: April - June					
		Completed			Costs [1]		
Measures	Units	NCA	SCA	Total	NCA	SCA	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	49	49	\$0	\$1,775	\$1,775
Outlet Switch Gaskets	Home	34	468	502	\$598	\$10,174	\$10,773
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	18	181	199	\$631	\$5,808	\$6,439
Weatherization							
Attic Insulation	Sqft	20	457	477	\$586	\$10,134	\$10,720
Attic Venting	Home	46	145	191	\$3,444	\$5,513	\$8,957
Ceiling Insulation	Sqft	9,686	50,203	59,889	\$14,072	\$66,727	\$80,799
Floor Insulation	Sqft	8,462	0	8,462	\$12,927	\$0	\$12,927
Kneewall Insulation	Sqft	493	0	493	\$764	\$0	\$764
Weather-stripping	Home	0	0	0	\$0	\$0	\$0
Caulking	Home	35	392	427	\$2,798	\$31,214	\$34,012
Home Repairs	Home	17	252	269	\$704	\$9,115	\$9,819
Low Flow Shower Device	Home	63	1,822	1,885	\$2,431	\$70,751	\$73,182
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	3	17	20	\$113	\$347	\$460
Sink Faucet Aerator	Home	58	1,364	1,422	\$544	\$11,294	\$11,838
Water Heater Blanket	Home	12	39	51	\$729	\$2,059	\$2,788
Weatherization Mileage	Home	0	0	0	\$0	\$0	\$0
Furnaces							
Repair - Gas	Each	0	222	222	\$0	\$21,884	\$21,884
Replacement - Gas	Each	0	27	27	\$0	\$48,882	\$48,882
Other Incidentals	Home	0	152	152	\$0	\$7,125	\$7,125
Miscellaneous Measures							
Door Replacement	Each	9	124	133	\$2,701	\$32,020	\$34,721
Glass Replacement	Each	36	350	386	\$522	\$10,886	\$11,408
Duct Sealing/Testing	Home	9	261	270	\$838	\$39,870	\$40,708
Duct Wrap	Home	1,190	0	1,190	\$1,476	\$0	\$1,476
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	64	0	64	\$845	\$0	\$845
Storm Windows - Glass Oper	Sqft	411	0	411	\$5,048	\$0	\$5,048
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Water Heater Repair/Replace	Each	0	39	39	\$0	\$40,752	\$40,752
HE Clothes Washers	Each	2	128	130	\$1,618	\$100,754	\$102,372
NGAT	Each	35	574	609	\$2,391	\$26,737	\$29,128
Administration	Home	43	585	628	\$4,464	\$84,240	\$88,704
Outreach/Assessment	Home	129	1,759	1,888	\$5,748	\$89,479	\$95,227
Other (L,O&M)	Home	132	3,068	3,200	\$6,847	\$84,830	\$91,677
Education							
In-home Education	Home	43	552	595	\$4,286	\$38,760	\$43,046
Education Workshops		0	0	0	\$0	\$0	\$0
Other (please specify)		0	0	0	\$0	\$0	\$0
Totals		21,050	63,230	84,280	\$77,126	\$851,130	\$928,256
Total Homes Treated		43	552	595			
Total Homes Weatherized		43	552	595			

[1] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2015 ESA INSTALLATIONS & COSTS		Third Quarter: July - September					
		Completed			Costs [1]		
Measures	Units	NCA	SCA	Total	NCA	SCA	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	75	75	\$0	\$1,377	\$1,377
Outlet Switch Gaskets	Home	48	654	702	\$845	\$8,544	\$9,389
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	28	295	323	\$981	\$4,011	\$4,993
Weatherization							
Attic Insulation	Sqft	30	393	423	\$880	\$7,001	\$7,881
Attic Venting	Home	69	128	197	\$4,435	\$3,463	\$7,898
Ceiling Insulation	Sqft	9,603	26,021	35,624	\$14,371	\$34,182	\$48,553
Floor Insulation	Sqft	6,926	0	6,926	\$11,082	\$0	\$11,082
Kneewall Insulation	Sqft	0	0	0	\$0	\$0	\$0
Weather-stripping	Home	0	0	0	\$0	\$0	\$0
Caulking	Home	54	318	372	\$4,480	\$25,891	\$30,371
Home Repairs	Home	15	219	234	\$621	\$5,534	\$6,155
Low Flow Shower Device	Home	92	2,515	2,607	\$3,518	\$60,147	\$63,665
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	8	215	223	\$300	\$470	\$770
Sink Faucet Aerator	Home	86	1,257	1,343	\$807	\$9,423	\$10,229
Water Heater Blanket	Home	17	12	29	\$1,033	\$633	\$1,666
Weatherization Mileage	Home	0	0	0	\$0	\$0	\$0
Furnaces							
Repair - Gas	Each	14	930	944	\$2,678	\$14,093	\$16,771
Replacement - Gas	Each	0	27	27	\$0	\$50,874	\$50,874
Other Incidentals	Home	0	129	129	\$0	\$6,202	\$6,202
Miscellaneous Measures							
Door Replacement	Each	20	75	95	\$5,940	\$19,395	\$25,335
Glass Replacement	Each	60	268	328	\$1,272	\$10,438	\$11,710
Duct Sealing/Testing	Home	22	197	219	\$2,877	\$24,855	\$27,732
Duct Wrap	Home	375	0	375	\$465	\$0	\$465
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	645	0	645	\$7,938	\$0	\$7,938
Storm Windows - Glass Oper	Sqft	757	0	757	\$8,989	\$0	\$8,989
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Water Heater Repair/Replace	Each	1	22	23	\$79	\$24,550	\$24,629
HE Clothes Washers	Each	10	117	127	\$8,092	\$92,095	\$100,187
NGAT	Each	56	1,000	1,056	\$3,825	\$21,706	\$25,532
Administration	Home	62	1,064	1,126	\$6,682	\$71,827	\$78,509
Outreach/Assessment	Home	186	2,416	2,602	\$8,603	\$75,547	\$84,150
Other (L,O&M)	Home	191	2,726	2,917	\$10,543	\$73,507	\$84,050
Education							
In-home Education	Home	63	501	564	\$6,415	\$32,806	\$39,221
Education Workshops		0	0	0	\$0	\$0	\$0
Other (please specify)		0	0	0	\$0	\$0	\$0
Totals		19,438	41,574	61,011	\$117,750	\$678,571	\$796,321
Total Homes Treated		63	501	564			
Total Homes Weatherized		63	501	564			

[1] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2015 ESA INSTALLATIONS & COSTS		Fourth Quarter: October - December					
		Completed			Costs [1]		
Measures	Units	NCA	SCA	Total	NCA	SCA	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	47	47	\$0	\$1,703	\$1,703
Outlet Switch Gaskets	Home	83	311	394	\$1,461	\$6,763	\$8,223
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	20	108	128	\$701	\$3,466	\$4,167
Weatherization							
Attic Insulation	Sqft	46	318	364	\$1,460	\$6,594	\$8,054
Attic Venting	Home	49	84	133	\$4,016	\$2,447	\$6,464
Ceiling Insulation	Sqft	13,690	18,457	32,147	\$20,493	\$24,369	\$44,862
Floor Insulation	Sqft	4,341	0	4,341	\$6,812	\$0	\$6,812
Kneewall Insulation	Sqft	1,466	0	1,466	\$2,272	\$0	\$2,272
Weather-stripping	Home	0	0	0	\$0	\$0	\$0
Caulking	Home	83	274	357	\$6,457	\$22,789	\$29,246
Home Repairs	Home	27	98	125	\$1,118	\$3,545	\$4,662
Low Flow Shower Device	Home	225	1,352	1,577	\$9,060	\$49,821	\$58,881
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	0	24	24	\$0	\$491	\$491
Sink Faucet Aerator	Home	198	1,040	1,238	\$1,857	\$8,611	\$10,468
Water Heater Blanket	Home	15	23	38	\$911	\$1,214	\$2,125
Weatherization Mileage	Home	0	0	0	\$0	\$0	\$0
Furnaces							
Repair - Gas	Each	63	118	181	\$12,037	\$16,439	\$28,476
Replacement - Gas	Each	3	8	11	\$12,291	\$13,807	\$26,098
Other Incidentals	Home	5	48	53	\$399	\$1,866	\$2,265
Miscellaneous Measures							
Door Replacement	Each	9	28	37	\$2,701	\$7,147	\$9,848
Glass Replacement	Each	67	212	279	\$1,857	\$6,252	\$8,109
Duct Sealing/Testing	Home	9	93	102	\$1,004	\$14,536	\$15,540
Duct Wrap	Home	0	0	0	\$0	\$0	\$0
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	141	0	141	\$1,991	\$0	\$1,991
Storm Windows - Glass Oper	Sqft	413	0	413	\$5,314	\$0	\$5,314
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Water Heater Repair/Replace	Each	1	15	16	\$250	\$12,000	\$12,250
HE Clothes Washers	Each	13	78	91	\$10,633	\$61,397	\$72,030
NGAT	Each	96	360	456	\$6,558	\$16,769	\$23,327
Administration	Home	108	393	501	\$12,859	\$56,592	\$69,451
Outreach/Assessment	Home	324	1,179	1,503	\$16,558	\$61,017	\$77,575
Other (L,O&M)	Home	360	1,945	2,305	\$17,179	\$47,415	\$64,594
Education							
In-home Education	Home	108	392	500	\$12,346	\$26,374	\$38,720
Education Workshops		0	0	0	\$0	\$0	\$0
Other (please specify)		0	0	0	\$0	\$0	\$0
Totals		21,963	27,005	48,968	\$170,596	\$473,423	\$644,018
Total Homes Treated		108	392	500			
Total Homes Weatherized		108	392	500			

[1] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

2015 ESA INSTALLATIONS & COSTS		Year to Date Totals					
		Completed YTD			Costs YTD [1]		
Measures	Units	NCA	SCA	Total	NCA	SCA	Total
Infiltration & Space Conditioning							
Cooler Cover	Home	0	210	210	\$0	\$6,268	\$6,268
Outlet Switch Gaskets	Home	165	1,844	2,009	\$2,904	\$34,416	\$37,320
Shell Infiltration	Home	0	0	0	\$0	\$0	\$0
Threshold	Home	66	782	848	\$2,313	\$19,639	\$21,952
Weatherization							
Attic Insulation	Sqft	96	1,586	1,682	\$2,926	\$32,321	\$35,246
Attic Venting	Home	164	458	622	\$11,895	\$14,613	\$26,508
Ceiling Insulation	Sqft	32,979	114,227	147,206	\$48,936	\$151,145	\$200,081
Floor Insulation	Sqft	19,729	0	19,729	\$30,821	\$0	\$30,821
Kneewall Insulation	Sqft	1,959	0	1,959	\$3,036	\$0	\$3,036
Weather-stripping	Home	0	0	0	\$0	\$0	\$0
Caulking	Home	172	1,356	1,528	\$13,734	\$109,988	\$123,723
Home Repairs	Home	59	806	865	\$2,443	\$26,766	\$29,208
Low Flow Shower Device	Home	380	7,240	7,620	\$15,010	\$240,440	\$255,449
Minor Envelope Repair	Home	0	0	0	\$0	\$0	\$0
Water Heater Pipe Wrap	Home	11	288	299	\$413	\$1,962	\$2,375
Sink Faucet Aerator	Home	342	4,701	5,043	\$3,208	\$37,939	\$41,147
Water Heater Blanket	Home	44	91	135	\$2,673	\$4,804	\$7,477
Weatherization Mileage	Home	0	0	0	\$0	\$0	\$0
Furnaces							
Repair - Gas	Each	77	1,475	1,552	\$14,715	\$75,840	\$90,555
Replacement - Gas	Each	3	83	86	\$12,291	\$161,994	\$174,285
Other Incidentals	Home	5	466	471	\$399	\$21,102	\$21,501
Miscellaneous Measures							
Door Replacement	Each	38	327	365	\$11,342	\$84,176	\$95,518
Glass Replacement	Each	163	1,097	1,260	\$3,651	\$38,107	\$41,757
Duct Sealing/Testing	Home	40	742	782	\$4,720	\$108,283	\$113,003
Duct Wrap	Home	1,565	0	1,565	\$1,941	\$0	\$1,941
Duct Register	Home	0	0	0	\$0	\$0	\$0
Storm Windows - Glass Fixed	Sqft	850	0	850	\$10,775	\$0	\$10,775
Storm Windows - Glass Oper	Sqft	1,581	0	1,581	\$19,352	\$0	\$19,352
Vinyl Retro Window	Each	0	0	0	\$0	\$0	\$0
Foam Tape	Home	0	0	0	\$0	\$0	\$0
Water Heater Repair/Replace	Each	2	96	98	\$329	\$99,340	\$99,669
HE Clothes Washers	Each	25	434	459	\$20,343	\$341,619	\$361,961
NGAT	Each	187	2,422	2,609	\$12,774	\$87,943	\$100,717
Administration	Home	213	2,552	2,765	\$24,005	\$286,099	\$310,104
Outreach/Assessment	Home	639	6,883	7,522	\$30,909	\$305,192	\$336,101
Other (L,O&M)	Home	683	9,637	10,320	\$34,570	\$271,198	\$305,767
Education							
In-home Education	Home	214	1,956	2,170	\$23,047	\$132,253	\$155,300
Education Workshops		0	0	0	\$0	\$0	\$0
Other (please specify)		0	0	0	\$0	\$0	\$0
Totals		62,451	161,760	224,210	\$365,472	\$2,693,445	\$3,058,917
Total Homes Treated		214	1,956	2,170			
Total Homes Weatherized		214	1,956	2,170			

[1] Total costs do not include weatherization inspections or administrative costs associated with the program and do not reflect total program costs.

Table VIII.E. – 2015 Energy Savings (by Quarter)

2015 ESA ENERGY SAVINGS		First Quarter: January - March					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
Infiltration & Space Conditioning							
Cooler Cover	Home	0	32	32	0	487	487
Outlet Switch Gaskets	Home	0	537	537	0	10,745	10,745
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	0	127	127	0	2,534	2,534
Weatherization							
Attic Insulation	Sqft	0	465	465	0	9,299	9,299
Attic Venting	Home	0	0	0	0	0	0
Ceiling Insulation	Sqft	0	0	0	0	7	7
Floor Insulation	Sqft	0	0	0	0	0	0
Kneewall Insulation	Sqft	0	0	0	0	0	0
Weather-stripping	Home	0	0	0	0	0	0
Caulking	Home	0	487	487	0	4,873	4,873
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	0	959	959	0	9,586	9,586
Minor Envelope Repair	Home	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	0	2	2	0	15	15
Sink Faucet Aerator	Home	0	87	87	0	868	868
Water Heater Blanket	Home	0	8	8	0	83	83
Weatherization Mileage	Home	0	0	0	0	0	0
Furnaces							
Repair - Gas	Each	0	4,719	4,719	0	47,194	47,194
Replacement - Gas	Each	0	14	14	0	280	280
Other Incidentals		0	0	0	0	0	0
Miscellaneous Measures							
Door Replacement	Each	0	83	83	0	830	830
Glass Replacement	Each	0	15	15	0	305	305
Duct Sealing/Testing	Home	0	115	115	0	1,150	1,150
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	SqFt	0	0	0	0	0	0
Storm Windows - Glass Oper	SqFt	0	0	0	0	0	0
Vinyl Retro Window	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Water Heater Repair/Replace	Each	0	70	70	0	915	915
HE Clothes Washers	Each	0	3,428	3,428	0	34,277	34,277
NGAT	Each	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0
Other (L, O&M)	Home	0	643	643	0	6,429	6,429
Education							
In-home Education	Home	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0
TOTAL		0	11,792	11,792	0	129,876	129,876

[1] Estimated annual energy savings (Therms) are based upon the PY2011 Energy Savings Assistance Program Impact Evaluation Final Report, August 30, 2013.

2015 ESA ENERGY SAVINGS		Second Quarter: April - June					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
Infiltration & Space Conditioning							
Cooler Cover	Home	0	37	37	0	561	561
Outlet Switch Gaskets	Home	38	510	548	759	10,196	10,955
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	20	110	130	402	2,200	2,602
Weatherization							
Attic Insulation	Sqft	22	407	429	447	8,140	8,586
Attic Venting	Home	0	0	0	0	0	0
Ceiling Insulation	Sqft	577	1	578	11,543	18	11,560
Floor Insulation	Sqft	950	0	950	19,009	0	19,009
Kneewall Insulation	Sqft	29	0	29	0	0	0
Weather-stripping	Home	0	0	0	0	0	0
Caulking	Home	39	451	490	391	4,506	4,896
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	263	890	1,153	3,421	8,897	12,318
Minor Envelope Repair	Home	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	0	1	1	2	10	11
Sink Faucet Aerator	Home	50	85	134	499	846	1,345
Water Heater Blanket	Home	6	20	26	59	201	260
Weatherization Mileage	Home	0	0	0	0	0	0
Furnaces							
Repair - Gas	Each	0	3,587	3,587	0	35,868	35,868
Replacement - Gas	Each	0	16	16	0	320	320
Other Incidentals		0	0	0	0	0	0
Miscellaneous Measures							
Door Replacement	Each	10	87	97	100	869	969
Glass Replacement	Each	40	20	60	804	391	1,195
Duct Sealing/Testing	Home	0	163	163	0	1,625	1,625
Duct Wrap	Home	1,328	0	1,328	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	SqFt	20	0	20	398	0	398
Storm Windows - Glass Oper	SqFt	23	0	23	460	0	460
Vinyl Retro Window	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Water Heater Repair/Replace	Each	0	137	137	0	1,785	1,785
HE Clothes Washers	Each	62	3,181	3,243	620	31,806	32,426
NGAT	Each	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0
Other (L, O&M)	Home	207	880	1,086	2,065	8,799	10,864
Education							
In-home Education	Home	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0
TOTAL		3,686	10,580	14,266	40,977	117,035	158,011

[1] Estimated annual energy savings (Therms) are based upon the PY2011 Energy Savings Assistance Program Impact Evaluation Final Report, August 30, 2013.

2015 ESA ENERGY SAVINGS		Third Quarter: July - August					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
Infiltration & Space Conditioning							
Cooler Cover	Home	0	27	27	0	398	398
Outlet Switch Gaskets	Home	54	349	403	1,072	6,980	8,052
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	31	63	95	625	1,267	1,892
Weatherization							
Attic Insulation	Sqft	33	291	325	670	5,821	6,491
Attic Venting	Home	0	0	0	0	0	0
Ceiling Insulation	Sqft	572	0	573	11,444	10	11,453
Floor Insulation	Sqft	778	0	778	15,559	0	15,559
Kneewall Insulation	Sqft	0	0	0	0	0	0
Weather-stripping	Home	0	0	0	0	0	0
Caulking	Home	60	310	371	603	3,104	3,707
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	379	679	1,057	4,923	6,785	11,708
Minor Envelope Repair	Home	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	0	1	1	4	11	15
Sink Faucet Aerator	Home	74	61	135	740	609	1,348
Water Heater Blanket	Home	8	6	14	83	59	142
Weatherization Mileage	Home	0	0	0	0	0	0
Furnaces							
Repair - Gas	Each	158	2,474	2,632	1,579	24,740	26,319
Replacement - Gas	Each	0	21	21	0	420	420
Other Incidentals		0	0	0	0	0	0
Miscellaneous Measures							
Door Replacement	Each	21	39	61	212	395	607
Glass Replacement	Each	66	20	86	1,328	396	1,724
Duct Sealing/Testing	Home	155	90	245	1,550	900	2,450
Duct Wrap	Home	419	0	419	4,186	0	4,186
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	SqFt	200	0	200	4,007	0	4,007
Storm Windows - Glass Oper	SqFt	23	0	23	460	0	460
Vinyl Retro Window	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Water Heater Repair/Replace	Each	4	70	74	46	915	961
HE Clothes Washers	Each	310	2,872	3,182	3,099	28,718	31,817
NGAT	Each	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0
Other (L, O&M)	Home	285	583	868	2,851	5,829	8,679
Education							
In-home Education	Home	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0
TOTAL		3,631	7,957	11,588	55,039	87,358	142,397

[1] Estimated annual energy savings (Therms) are based upon the PY2011 Energy Savings Assistance Program Impact Evaluation Final Report, August 30, 2013.

2015 ESA ENERGY SAVINGS		Fourth Quarter: October - December					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
Infiltration & Space Conditioning							
Cooler Cover	Home	0	24	24	0	354	354
Outlet Switch Gaskets	Home	93	344	436	1,853	6,876	8,729
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	22	55	77	447	1,091	1,538
Weatherization							
Attic Insulation	Sqft	50	283	334	1,005	5,667	6,672
Attic Venting	Home	0	0	0	0	0	0
Ceiling Insulation	Sqft	816	0	816	16,314	6	16,320
Floor Insulation	Sqft	488	0	488	9,752	0	9,752
Kneewall Insulation	Sqft	87	0	87	1,747	0	1,747
Weather-stripping	Home	0	0	0	0	0	0
Caulking	Home	93	296	389	927	2,960	3,887
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	926	626	1,553	12,043	6,262	18,306
Minor Envelope Repair	Home	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	0	1	1	0	12	12
Sink Faucet Aerator	Home	170	55	225	1,703	552	2,254
Water Heater Blanket	Home	7	11	18	74	108	181
Weatherization Mileage	Home	0	0	0	0	0	0
Furnaces							
Repair - Gas	Each	608	2,238	2,845	6,075	22,376	28,451
Replacement - Gas	Each	10	7	17	203	140	343
Other Incidentals		0	0	0	0	0	0
Miscellaneous Measures							
Door Replacement	Each	10	19	29	100	187	288
Glass Replacement	Each	75	5	80	1,496	100	1,596
Duct Sealing/Testing	Home	31	53	83	310	525	835
Duct Wrap	Home	0	0	0	0	0	0
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	SqFt	43	0	43	870	0	870
Storm Windows - Glass Oper	SqFt	38	0	38	764	0	764
Vinyl Retro Window	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Water Heater Repair/Replace	Each	4	53	56	46	686	732
HE Clothes Washers	Each	403	2,131	2,534	4,029	21,307	25,336
NGAT	Each	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0
Other (L, O&M)	Home	513	525	1,038	5,127	5,251	10,378
Education							
In-home Education	Home	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0
TOTAL		4,487	6,724	11,211	64,883	74,461	139,344

[1] Estimated annual energy savings (Therms) are based upon the PY2011 Energy Savings Assistance Program Impact Evaluation Final Report, August 30, 2013.

2015 ESA ENERGY SAVINGS		Year to Date Totals					
		Annual Energy Savings [1]			Lifetime Energy Savings [1]		
		NCA	SCA	Total	NCA	SCA	Total
Measures	Units	Therms	Therms	Therms	Therms	Therms	Therms
Infiltration & Space Conditioning							
Cooler Cover	Home	0	120	120	0	1,800	1,800
Outlet Switch Gaskets	Home	184	1,740	1,924	3,684	34,798	38,482
Shell Infiltration	Home	0	0	0	0	0	0
Threshold	Home	74	355	428	1,474	7,092	8,565
Weatherization							
Attic Insulation	Sqft	106	1,446	1,552	2,121	28,927	31,048
Attic Venting	Home	0	0	0	0	0	0
Ceiling Insulation	Sqft	1,965	2	1,967	39,300	41	39,341
Floor Insulation	Sqft	2,216	0	2,216	44,319	0	44,319
Kneewall Insulation	Sqft	117	0	117	1,747	0	1,747
Weather-stripping	Home	0	0	0	0	0	0
Caulking	Home	192	1,544	1,736	1,920	15,443	17,363
Home Repairs	Home	0	0	0	0	0	0
Low Flow Shower Device	Home	1,568	3,153	4,721	20,387	31,531	51,918
Minor Envelope Repair	Home	0	0	0	0	0	0
Water Heater Pipe Wrap	Home	1	5	5	6	47	53
Sink Faucet Aerator	Home	294	287	582	2,941	2,874	5,815
Water Heater Blanket	Home	22	45	67	216	451	666
Weatherization Mileage	Home	0	0	0	0	0	0
Furnaces							
Repair - Gas	Each	765	13,018	13,783	7,654	130,178	137,832
Replacement - Gas	Each	10	58	68	203	1,160	1,363
Other Incidentals		0	0	0	0	0	0
Miscellaneous Measures							
Door Replacement	Each	41	228	269	413	2,281	2,694
Glass Replacement	Each	181	60	241	3,628	1,193	4,821
Duct Sealing/Testing	Home	186	420	606	1,859	4,200	6,059
Duct Wrap	Home	1,747	0	1,747	4,186	0	4,186
Duct Register	Home	0	0	0	0	0	0
Storm Windows - Glass Fixed	SqFt	264	0	264	5,274	0	5,274
Storm Windows - Glass Oper	SqFt	84	0	84	1,683	0	1,683
Vinyl Retro Window	Each	0	0	0	0	0	0
Foam Tape	Home	0	0	0	0	0	0
Water Heater Repair/Replace	Each	7	331	338	92	4,301	4,393
HE Clothes Washers	Each	775	11,611	12,386	7,748	116,109	123,856
NGAT	Each	0	0	0	0	0	0
Administration	Home	0	0	0	0	0	0
Outreach/Assessment	Home	0	0	0	0	0	0
Other (L, O&M)	Home	1,004	2,631	3,635	10,044	26,307	36,350
Education							
In-home Education	Home	0	0	0	0	0	0
Education Workshops		0	0	0	0	0	0
Other (please specify)		0	0	0	0	0	0
TOTAL		11,803	37,053	48,857	160,899	408,730	569,628

Estimated annual energy savings (Therms) are based upon the PY2011 Energy Savings Assistance Program Impact Evaluation Final Report, August 30, 2013.

VIII. Energy Savings Assistance Program

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

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

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

Program Year	Homes Treated
2002	610
2003	2,244
2004	844
2005	738
2006	798
2007	1,357
2008	1,532
2009	1,436
2010	2,780
2011	2,350
2012	1,919
2013	2,038
2014	4,024
2015	2,170
Total	24,840

G. Provide the estimated number of remaining homes to be treated, with ESA services, specifically, over the next 2 program cycles leading up to 2020.

Utilizing the CARE program unwillingness factor of 10 percent, Southwest Gas estimates that a minimum 31,068 homes over the next two program cycles (2015-2017 and 2018-2020) will need to be treated. Table VIII.G. illustrates how Southwest Gas derived this number.

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

Description	Calculation	Amount
Estimated Eligible by year-end 2020 [1]	[A]	62,120
Estimated Unwilling (10%)	[A] x .10% = [B]	6,212
Estimated Eligible and Willing	[A] – [B] = [C]	55,908
Number of Homes Treated from 2002 - 2015	[D]	24,840
Estimated Remaining Homes to be Treated 2016 - 2020	[C] – [D] = [E]	31,068

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

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

In 2015, Southwest Gas implemented a process to track the reasons why customers are unwilling to participate in the ESA program. The reasons that have been reported to Southwest Gas to date include the following:

- Skepticism/outsideers unwelcome
- Language barriers
- Owner/landlord refusal
- No need
- Availability/time requirements
- Lack proper documentation to prove income-eligibility

Southwest Gas continuously looks for ways to improve the ESA program to address these types of barriers and any additional barriers that may be reported to the Company in the future.

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

Southwest Gas mails a letter to ESA program participants thanking them for their participation in the program and reminding them to be conscious of their energy and water usage. The letter also includes an insert with energy and water saving tips. Both the letter and insert are sent in English and Spanish. The Company also includes billing inserts with energy saving tips. In 2016, Southwest will replace the aforementioned letters with home energy reports, which will show customers' natural gas usage through time, compare usage to similar households, and will provide targeted energy saving tips. The home energy reports will also target potential eligible customers to participate in Southwest Gas' low income programs, including the ESA program.