

Decision 11-04-017 April 14, 2011

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

Nathan L. Carnes,

Complainant,

vs.

Southern California Gas Company, (U904G),

Defendant.

(ECP)

Case 10-11-007

(Filed November 10, 2010)

Nathan L. Carnes for himself, Complainant.

Ray B. Ortiz for Defendant.

**DECISION DENYING RELIEF**

Complainant alleges that SoCalGas denied him Direct Assistance Program (DAP) benefits even though he has qualified for the Low-Income Home Energy Assistance Program (LIHEAP) for the past four years. Complainant requests that Defendant provide him with the DAP services and benefits.

Defendant alleges that to determine if Complainant qualifies for DAP weatherization measures, an applicant must complete the required Commission approved procedures for pre-installation contacts of the *2006 Low Income Energy Efficiency Program Statewide Policy and Procedures Manual* (LIFE Policy).

Defendant alleges that Complainant failed to complete the required procedures and, therefore, was denied relief.

Complainant testified that Defendant's representative came to Complainant's home to obtain information regarding DAP Weatherization Measures, but the questions asked were so intrusive that Complainant refused to answer them and refused to allow the representative to inspect his home. Complainant asserts that because he qualified for LIHEAP, he automatically qualified for DAP and was not required to answer any questions propounded by Defendant.

Defendant's witness testified that a utility representative went to Complainant's home to get the information required by the Commission's LIFE Policy. Complainant refused to answer any questions or provide any required information. Until Complainant provides the required information Defendant cannot provide DAP weatherization to Complainant.

The LIFE Policy provisions require a home visit prior to authorizing DAP, as follows:

**Data Collection**

During the initial interview, the outreach worker will also collect data needed to document eligibility and to meet tracking and reporting requirements. In general, information on the following factors must be collected:

- Name, address and phone number of applicant,
- Age and disability status of applicant,
- Residence type and dwelling status,
- Referral information,
- Gas and/or electric account information,
- Appliance/HVAC system information, and
- Home square footage.

**In-Home Energy Assessment**

An assessment of the structure will be completed on homes with income-qualifying applicants using a form provided by the utility. The assessment will identify measures to be installed through the Program. The presence of natural gas appliances will be determined. Assessment forms will be provided by the utility.

**Other Responsibilities**

Income documentation must be collected....

As Complainant has refused to comply with the requirements of the LIFE Policy, Defendant had no choice but to refuse to provide DAP benefits. The relief requested by Complainant is denied.

**O R D E R**

**IT IS ORDERED** that:

1. The relief requested by Complainant is denied.
2. Case 10-11-007 is closed.

This order is effective today.

Dated April 14, 2011, at San Francisco, California.

MICHAEL R. PEEVEY  
President  
TIMOTHY ALAN SIMON  
MICHEL PETER FLORIO  
CATHERINE J.K. SANDOVAL  
MARK FERRON  
Commissioners