

**Low Income Energy Efficiency
Standardization Project:
Summary of Phase II Report**

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Submitted by:

Regional Economic Research, Inc.
and
Richard Heath & Associates

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1. Introduction

The Phase II report presents a set of recommendations for achieving greater consistency in the Low Income Energy Efficiency (LIEE) Weatherization Programs administered by Pacific Gas & Electric Company, Southern California Edison Company, Southern California Gas Company, and San Diego Gas & Electric Company. These Phase II recommendations are the result of an extensive effort by the utilities known as the LIEE Program Standardization Project. If adopted by the Commission, new policies and procedures based on these recommendations will be implemented as part of the PY2002 program planning process.

2. Phase II Objectives

The objectives of Phase II of the Standardization Project were:

- To implement the recommendations for a common set of installation standards, one for conventional homes and one for mobile homes;
- To continue the development of recommendations for increasing consistency in program policies and procedures; and
- To develop recommendations for improving consistency across utilities with regard to inspection policies and procedures.

3. Procedures

In the course of developing the Phase II recommendations contained in this report, the four utilities, RER and RHA met intensively over a period of roughly four months. The Team also actively solicited public comment. The Team held public workshops in conjunction with meetings of the Low Income Advisory Board and its Technical Committee on June 7, June 21, July 26, August 1, and August 29 of this year. Public input was also solicited by mail and/or e-mail throughout the process.

4. Accomplishments

As indicated in this report, the Standardization Team was generally (but not completely) successful in meeting the objectives of Phase II. Accomplishments and shortcomings are summarized below:

- WIS Manuals were completed for both conventional homes and mobile homes. However, some measures offered by one or more utilities had never been covered by the existing WIS Manuals, and the preparation of standardized installation standards for some of these measures was not possible in the Phase II time frame.

- Recommendations for achieving consistency in a wide range of general policies and procedures were developed. However, as indicated in Section 6, the Team was unable to resolve all of the policy issues addressed in Phase II, and has had to defer resolution of differences in CO/CAS/gas appliance testing, ceiling insulation level guidelines, specific measures offered by the utility Programs, and a host of minor policies and procedures.
- Several key recommendations for improving the consistency of inspection policies and procedures were developed, although some additional work needs to be done on polices relating to pre-inspections and pre-approval of measures, an issue that is intertwined with the unresolved issue of CO/CAS/gas appliance testing.
- Finally, it was not feasible for the Team to take this process to its ultimate conclusion through the development of a common Policy and Procedures Manual, given time and resource constraints experienced during this phase of the project.

Other needs were identified during Phase II and have been deferred to Phase III. One of these was the need for policies and materials reflecting the new federal law and state regulations on lead-safe practices; the other was the Commission directive to develop a new Customer Bill of Rights pursuant to D. 00-09-036.

5. Phase III Objectives

The objectives of Phase III, which the utilities propose to begin within the next few weeks, are as follows:

- Prepare a single statewide consolidated Policy and Procedures Manual to be used by all utility LIEE programs;
- Develop additional sections of the WIS Manuals for duct reconnection, refrigerator replacements, evaporative cooler installation, and furnace repair and replacement;
- Develop recommendations on CAS testing/gas appliance testing, and if such procedures are agreed to by the Team, to develop a set of installation standards for these procedures to be incorporated into the WIS Manuals;
- Develop a set of materials relating to lead-safe practices;
- Apply the overall program evaluation methodology developed by the RRM Working Group and the Low Income Measurement Advisory Committee (if adopted by the Commission) to the assessment of individual LIEE measures; and
- Draft recommendations for a Statewide Customer Bill of Rights.

Obtaining a Copy of the Phase II Report

Full copies of the Phase II report can be obtained by interested parties by contacting Regional Economic Research by phone at 858/481-0081 or by e-mail at either bob@rer.com or angela@rer.com.