

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Application of West Coast
Gas Company (U910 G) for Approval of for
Program Years 2021-2026 Low- Income
Assistance Programs and Budgets

And Related Matters

Application 20-03-014

Application 20-05-014

Application 20-05-015

Application 20-05-016

Application 20-05-017

Application 20-06-004

**Alpine Natural Gas Operating Company No. 1, LLC
(U-909-G)**

**LOW-INCOME ASSISTANCE PROGRAMS
2020 ANNUAL REPORT**

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Dated: May 3, 2021

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And Related Matters

**Alpine Natural Gas Operating Company No. 1, LLC
(U-909-G)
LOW-INCOME ASSISTANCE PRORAMS
2020 ANNUAL REPORT**

Alpine Natural Gas Operating Company No. 1, LLC (Alpine) respectfully submits the attached Annual Report on its Low-Income Assistance Programs in accordance with the requirements set forth in Commission D. 14-05-004, issued May 1, 2014. As required in the decision, Alpine files the annual report in the most current consolidated small and multi-jurisdictional utilities' proceeding docket.

Dated May 3, 2021, at Valley Springs, California.



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ALPINE NATURAL GAS OPERATING COMPANY NO. 1, LLC
Low Income Assistance Programs Annual Report
(Reporting Period January 1, 2020 through December 31, 2020)

CARE Residential Program

I. **PARTICIPANT INFORMATION**

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

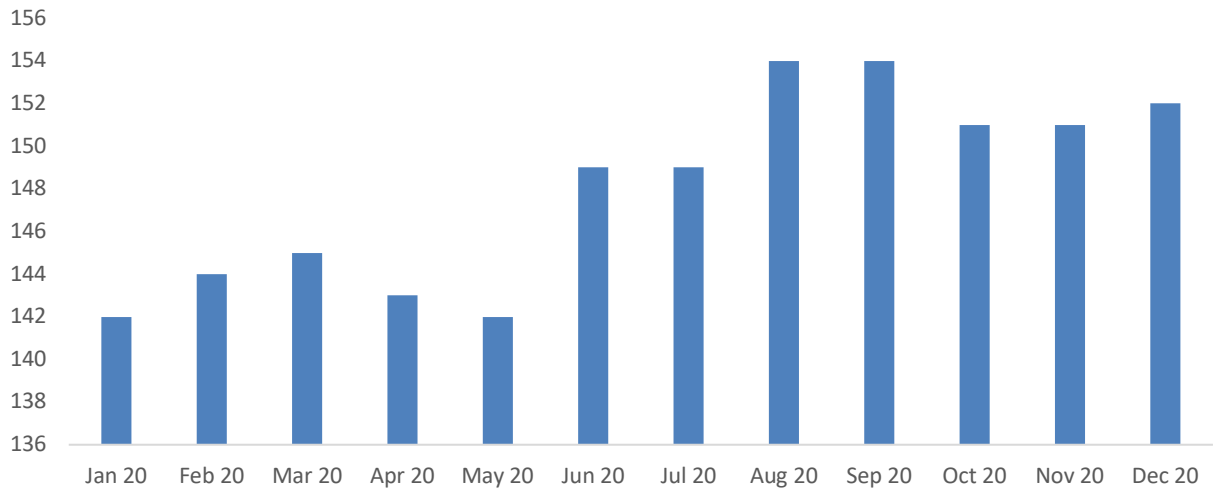
1. Provide an explanation of any variance in the number of participants of 5% or more from the previous month.

No variance > 5% of CARE Participants from month to month throughout the year. This is common during the annual renewal for the CARE program.

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% or more.

Alpine did not require re-certification in 2020 because of the COVID 19 pandemic customer protections. The annual drop off the first of year did occurred once again in 2020, participation appears to change with customer circumstances changing at year end. Alpine does provide annual notification of new eligibility limits each May and the subsequent increase in CARE participation appears to coincide with this notification.

2020 CARE Paticipants by Month



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.

1. What is the total number of residential customers?

Alpine Natural Gas served **1,672** Residential customers as of December 31, 2020.

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

Alpine estimates that about **(184)** of our permanent residential (1,604) customers are eligible for the CARE discount rate. Aspen Study 2019 estimates, 23.6% of Alpines permanent customers are CARE eligible, or, 396.

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CARE Participants	142	144	145	143	142	149	149	154	154	151	151	152
Variance- prev. month	-6.58%	1.41%	0.69%	-1.38%	-0.70%	4.93%	0.00%	3.36%	0.00%	-1.95%	0.00%	0.66%

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?

It is estimated that about 11% of our permanent residential customers are eligible for the CARE discount rate.

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

152 Participants as of December 31, 2020. 82.6% of Eligible.

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.

Alpine primarily serves single family home customer population (98.5%) that resides within a finite distribution system. 86% of all customers are homeowners residing in their own home. Alpine’s service territory is made up distinct sub-divisions **outside** of the actual town of Valley Springs. Alpine does not provide service to all residence in its service territory. Alpine does not serve sub-metered households. Alpine’s service area is located entirely in a part of a single zip code (95252).

Sub metered Participants (Master Metered Customers)

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

NOT APPLICABLE

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

NOT APPLICABLE

E. How many sub metered 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?

NOT APPLICABLE

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

NOT APPLICABLE

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.

Average Tier I and Tier II usage for residential Non-CARE customers is tabulated below (in Therms):

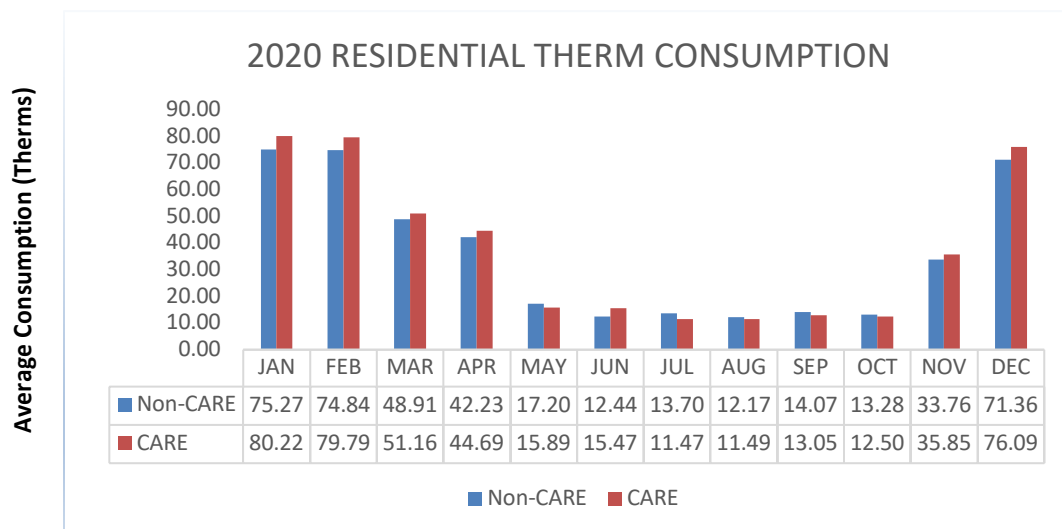
Month	Tier I	Tier II	Month	Tier I	Tier II
January	39.11	36.16	July	12.19	1.51
February	39.21	35.63	August	11.17	1.00
March	35.83	13.08	September	12.35	1.71
April	34.04	8.19	October	11.94	1.34
May	16.72	0.48	November	29.48	4.28
June	11.08	1.36	December	38.93	32.44

- 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.

Average Tier I and Tier II usage for residential CARE customers is tabulated below (in Therms):

Month	Tier I	Tier II	Month	Tier I	Tier II
January	41.32	38.90	July	11.47	1.63
February	41.39	38.40	August	10.51	0.98
March	37.64	13.52	September	11.53	1.52
April	36.30	8.40	October	11.47	1.04
May	15.81	0.08	November	31.24	4.62
June	11.32	1.46	December	40.31	35.78

- 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.



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.

AVG MONTHLY NON CARE GAS \$ SALES PER CUSTOMER

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Bill
	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31	\$96.31

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

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.

2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Avg. Bill
<u>AVG. SALES PER CARE CUSTOMER</u>	\$102.70	\$102.49	\$61.94	\$54.01	\$15.99	\$13.78	\$13.81	\$13.92	\$15.67	\$13.32	\$37.80	\$92.19	\$44.80
<u>AVG CARE GAS DISCOUNT</u>	\$20.55	\$20.49	\$12.49	\$10.86	\$3.21	\$2.76	\$2.82	\$2.44	\$2.74	\$2.67	\$7.72	\$14.33	\$8.58
<u>AVG CARE GAS SALES LESS DISCOUNT RECVD</u>	\$82.15	\$82.00	\$49.45	\$43.15	\$12.78	\$11.02	\$10.99	\$11.48	\$12.93	\$10.65	\$30.08	\$77.86	\$36.22

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

2020	Admin. Cost per CARE Participant	Avg. Cost per Non-Participant
Total CARE ADMINSTRATIVE COSTS	\$3,900.00	
CARE Participants	152	\$2.34
Non-Care Participants	1512	\$2.34

A. Complete Table III. D.2 which gives a breakdown of administrative costs in the following categories: Outreach; General Administration; Processing, Certification and Verification; Billing System Programming; Regulatory Compliance.

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

Alpine's Total CARE Administrative Costs are \$3,900.00. The above CARE expense costs are included in the Total Administrative costs.

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

Admin cost to Fund CARE is \$2.40 per Non-CARE customer

B. 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.)

2020 CARE Balancing Acct. Begin Bal.	\$212
2020 CARE Funds Available	\$22,900
CARE Administration Costs	\$ 3,900
CARE Discount Benefits Provided	\$19,065
Total CARE Expenditures	\$22,965
Ending CARE Balance	\$147
2019 ESA Balancing Acct.	
Beginning ESA Over-collection Amount	\$16,165
2020 ESA Funds Available from PPP Collections	\$28,825
Funds Available for 2020 ESA	\$44,990
2020 ESA Expenditures	\$11,615
2020 General ESA Administration	\$1,500
Total ESA Expenditures	\$13,115
Ending ESA Over-Collection Balance	\$31,875

ESA balancing account over-collection in Balancing Account increased during 2020.

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

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

Customer Class	Amount Surcharge Collected	% of Total	Avg. cost per Customer
CARE Customer	\$3,331	5.43%	\$21.91
Non-CARE	\$55,264	90.07%	\$33.05
Commercial	\$2,758	4.50%	\$106.08
Total	\$61,353	100.00%	

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

2020 the discount benefit was \$ 19,065.

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

Customer	Amount Surcharge Collected For CARE	%	CARE Surcharge \$ per Class
CARE Customer		5.43%	\$ 1,247
Non-CARE		90.07%	\$20,685
Commercial		4.50%	\$ 1,033
Total	\$22,965	100.00%	\$22,965

IV. OUTREACH

A. Complete CARE Table IV.A. 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).

D. Provide a narrative discussion of the following:

1. Sharing information in overlapping service territories

NOT APPLICABLE

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

ESA customers come from CARE enrollment

3. Leveraging CARE funds with other utility assistance programs

CARE Funds are not leveraged with other utility assistance programs.

4. Participation barriers encountered and steps taken to mitigate them

None

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

None

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.

Month 2020'	New CARE Applications Received	Denied	Returned for Proof of Income	Qualified CARE
Jan	2	0	0	2
Feb	2	0	0	2
Mar	2	0	0	2
Apr	2	0	0	2
May	0	0	0	0
Jun	13	2	0	11
Jul	5	0	0	5

Aug	2	0	0	2
Sep	1	0	0	1
Oct	1	0	0	1
Nov	1	0	0	1
Dec	2	0	0	2

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

None

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's 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.

ALPINE NATURAL GAS did not require recertification in 2020.

# Re-Certifications Requested	CARE Re-certifications Received	Denied	Returned for Proof of Income	Re-Qualified CARE (automatically)
0	0	0	0	138

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

NOT APPLICABLE

- 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.

Third Party process only utilized for CARE customers when ESA eligibility is verified by RHA. Generally, CARE is all by Self-certifications only. Cost effectiveness not at issue.

VII. OTHER TOPICS

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

None

- B. Are there any other comments, recommendations or issues that need to be addressed? **None**

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 farmworker housing centers, qualified privately-owned employee housing and qualified non-profit housing for agricultural employees.

Not Applicable for Alpine. Do not serve customers of type listed above.

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

II. PROGRAM COSTS

- A. Total Expanded CARE 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;
 - 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
- B. Provide discount information for the Expanded CARE program.
 - 1. Give the average annual discount per residential facility.
 - 2. Give the average annual discount per commercial facility.

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).
- 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;
 - 2. Sharing information in overlapping service territories;
 - 3. Participation barriers encountered and steps taken to mitigate them;
 - 4. Public agencies used to solicit potential Expanded CARE facilities;
 - 5. Barriers encountered in identifying or enrolling customers in the Expanded CARE 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.
- B. State the reasons CARE applications are not approved.
- C. Describe any problems encountered during the reporting period with recertification and verification processes for Expanded CARE.

V. OTHER TOPICS

- A. What significant changes are there from the previous reporting period?
- B. Are there any other comments, recommendations or issues? Analyze the CARE Expansion program, progress over the past 12 months, identify issues that need work, identify areas that need improvements and make suggestions for improvement.

Appendix A

(See RHA 2020 Program Summary Attached)

ENERGY SAVINGS ASSISTANCE PROGRAM

Eight customers received ESA services in PY2020.

- Two Leveraged Jobs
- Six Non-Leveraged Jobs

PY 2020 Summary of Expenses	
Expense	Cost
Contractor: Weatherization, MHR & Misc. Expenses	\$3,237.91
Contractor R&R Expenses	\$129.00
Contractor: Education, Marketing & Assessment, and Verification	\$1,370.11
Admin Expenses	\$1,392.00
Inspections	\$1,232.61
Final Report	\$1,689.00
Total Expenses	\$9,050.63

PROGRAM EXPENSES

Installations and Costs:

- Homes Served: 8
- Total Installation Costs: \$4,737.02
- Average Cost Per Home: \$592.13

PY 2020 Installations and Costs		
Measure Name	Quantity	Cost
Direct Costs	8	\$519.96
Energy Education	8	\$772.87
Marketing & Assessment	8	\$77.28
Attic Access Wthrstr	8	\$282.56
Caulking	7	\$643.16
Doors Wthrstrp	17	\$1,477.64
Faucet Aerators - Gas	4	\$45.31
Showerheads - Gas	1	\$39.72
Thermostatic Valve - Gas	1	\$21.54
Utility Gaskets	7	\$130.38
Cover Plates Repl	2	\$37.26
CVA	2	\$66.24
Foam Wall Patch	2	\$9.92
MHR Shop Fee	6	\$116.19
Wall Repair - Interior	5	\$47.25
NGAT	7	\$320.74
NGAT R&R	1	\$0.00
R&R	1	\$129.00
Grand Total	95	\$4,737.02

**Leveraged prices assumed in table above for Education Measures, Direct Costs, Energy Education, and Marketing & Assessment.*

Administrative Expenses:

PY 2020 Administrative Expenses	
Admin Expense	Cost
ESA Administration Expenses	\$1,392.00
Year End Report	\$1,689.00
Total Admin Expenses	\$2,921.61

Outreach Activities:

- Not Provided in PY2020 due to COVID-19

Inspection Expenses:

PY 2020 Inspection Expenses	
Admin Expense	Cost
Inspections	\$564.00
Mileage	\$160.93
Lodging	\$0.00
Travel Time	\$463.68
Pier Diem	\$44.00
NGAT	\$0.00
Total Insp Expenses	\$1,232.61

Therm Savings:

Measures	QTY	Unit Price	Total costs	Annual Therm Savings (Per Unit)	Annual Therm Savings (Total)
Education Measures (One per Home)					
Direct Costs	8	\$ 74.28	\$ 519.96	--	--
Energy Education	8	\$ 110.41	\$ 772.87	--	--
Marketing & Assessment	8	\$ 11.04	\$ 77.28	--	--
Weatherization Measures					
Attic Access Cover	0	\$ 9.05	\$ -	--	--
Attic Access Wthrstr	8	\$ 35.32	\$ 282.56	0.73	5.83
Attic Insulation	0	\$ 1.68	\$ -	--	--
Caulking	7	\$ 91.88	\$ 643.16	1.02	7.14
Doors Wthrstrp	17	\$ 86.92	\$ 1,477.64	0.58	9.91
Duct Assessment - Gas	0	\$ -	\$ -	--	--
Duct Seal - Gas	0	\$ 371.39	\$ -	--	--
Duct Test - Gas	0	\$ 97.14	\$ -	--	--
Evap Cooler Cover	0	\$ 76.77	\$ -	--	--

Measures	QTY	Unit Price	Total costs	Annual Therm Savings (Per Unit)	Annual Therm Savings (Total)
Faucet Aerators - Gas	4	\$ 11.33	\$ 45.31	3.09	12.35
Pipe Insulation - Gas	0	\$ 4.35	\$ -	--	--
Showerheads - Gas	1	\$ 39.72	\$ 39.72	6.07	6.07
Smart Power Strip	0	\$ 44.74	\$ -	--	--
Thermostatic Valve - Gas	0	\$ 21.54	\$ 21.54	2.81	2.81
Utility Gaskets	7	\$ 18.63	\$ 130.38	0.87	6.12
Water Heater Blanket	0	\$ 62.08	\$ -	--	--
Minor Home Repair Measures					
Attic Access Install	0	\$ 148.52	\$ -	--	--
Attic Venting	0	\$ 156.96	\$ -	--	--
Ceiling Repair	0	\$ 9.61	\$ -	--	--
Cover Plates Repl	2	\$ 18.63	\$ 37.25	0.29	0.58
CVA	2	\$ 33.12	\$ 66.24	0.00	0.00
Door Jambs	0	\$ 34.46	\$ -	--	--
Door Patch/Plate	0	\$ 17.23	\$ -	--	--
Door Repl \$'s (Mat.)	0	\$ 1.10	\$ -	--	--
Door Replacement - Louvered	0	\$ 147.23	\$ -	--	--
Doors Replacement	0	\$ 147.23	\$ -	--	--
Exhaust Fan Vent \$'s	0	\$ 1.10	\$ -	--	--
Exhaust Fan Vent Repair-Attic	0	\$ 74.76	\$ -	--	--
Exhaust Fan Vent Repair-Dryer	0	\$ 74.76	\$ -	--	--
Exhaust Fan Vent Repair-Mobile	0	\$ 74.76	\$ -	--	--
Floor Repair	0	\$ 33.12	\$ -	--	--
Foam Wall Patch	0	\$ 4.96	\$ 9.91	1.31	2.62
Glass Repl	0	\$ 14.91	\$ -	--	--
Glazing Compound	0	\$ 28.14	\$ -	--	--
Lock Set	0	\$ 30.63	\$ -	--	--
Lock Set \$'s (Mat.)	0	\$ 1.10	\$ -	--	--
Lock Set Louvered	0	\$ 30.63	\$ -	--	--
MHR Shop Fee	6	\$ 19.37	\$ 116.19	0.00	0.00
Specialty Glass \$'s	0	\$ 1.10	\$ -	--	--
Thresholds Installed	0	\$ 34.46	\$ -	--	--
Vent Alignment	0	\$ -	\$ -	--	--
Vent Material \$ - AWH	0	\$ 1.10	\$ -	--	--
Vent Material \$ - Heater	0	\$ 1.10	\$ -	--	--
Vent Repair - AWH	0	\$ 67.15	\$ -	--	--
Vent Repair - Heater	0	\$ 67.15	\$ -	--	--

Measures	QTY	Unit Price	Total costs	Annual Therm Savings (Per Unit)	Annual Therm Savings (Total)
Wall Repair - Exterior	0	\$ 9.46	\$ -	--	--
Wall Repair - Interior	5	\$ 9.45	\$ 47.25	0.00	0.00
Window Assembly Replace <12 Sq.Ft per window	0	\$ 39.74	\$ -	--	--
Window Assembly Replace >12 Sq.Ft per window	0	\$ 27.33	\$ -	--	--
Window Sash Repair	0	\$ 37.25	\$ -	--	--
Miscellaneous Measures					
Attic CO/Smoke Combo	0	\$ 71.42	\$ -	--	--
Attic Permit	0	\$ 1.10	\$ -	--	--
Attic Smoke Alarm	0	\$ 43.42	\$ -	--	--
C-10 Certificate	0	\$ 180.80	\$ -	--	--
Door CO/Smoke Combo	0	\$ 71.42	\$ -	--	--
Door Permit	0	\$ 1.10	\$ -	--	--
Door Smoke Alarm	0	\$ 43.42	\$ -	--	--
Gas Surcharge - EEM	0	\$ 5.72	\$ -	--	--
Microwave - Gas	0	\$ 84.46	\$ -	--	--
NGAT	7	\$ 45.82	\$ 320.74	0.00	0.00
NGAT R&R	1	\$ -	\$ -	0.00	0.00
Standing Pilot Conversion Lights - Gas	0	\$ 450.19	\$ -	--	--
Appliance Repair & Replacement					
	1	\$ 129.00	\$ 129.00		
Total Costs			\$ 4,737.02	Total Therms	53.4

**Leveraged prices assumed in table above for Education Measures, Direct Costs, Energy Education, and Marketing & Assessment.*