



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

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

**GOLDEN STATE WATER COMPANY  
ON BEHALF OF  
BEAR VALLEY ELECTRIC SERVICE (U 913-E)**

**2019 Low Income Assistance Programs  
Annual Report**

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May 1, 2020

**BEFORE THE CALIFORNIA 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 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

**GOLDEN STATE WATER COMPANY  
ON BEHALF OF  
BEAR VALLEY ELECTRIC SERVICE (U 913-E)**

**2019 Low Income Assistance Programs Annual Report**

Golden State Water Company (“GSWC”), doing business as, Bear Valley Electric Service (“BVES”) respectfully submits the attached Annual Report on low-income assistance programs in accordance with the requirements set forth in the Commission Decision 14-05-004 issued May 1, 2014. As required in the decision, BVES files the annual report in the most current consolidated small and multijurisdictional utilities’ proceeding docket.

DATED at San Dimas, California this 1<sup>st</sup> day of May, 2020.

Respectfully submitted,

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# **BEAR VALLEY ELECTRIC SERVICE**

## **2019 LOW-INCOME ASSISTANCE PROGRAMS ANNUAL REPORT**

Reporting Period:  
January 1, 2019 through December 31, 2019

Golden State Water Company  
630 East Foothill Blvd.  
San Dimas, California 91773

**May 2020**

**GOLDEN STATE WATER COMPANY  
BEAR VALLEY ELECTRIC SERVICE (U 913 E)  
ANNUAL PROGRESS REPORT  
(Data as of December 31, 2019)**

**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.**

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

RESPONSE:

The number of participating CARE customers in 2019 is tabulated by month below. The participation decrease from January 2019 to December 2019 is less than 5%. The decrease could be due to the CARE High Usage Customers (HUC) requirement, which applies to customers who exceed 400% or more of the authorized baseline usage.

<b>Month</b>	<b>Single-Metered CARE*</b>	<b>Master-Metered CARE**</b>	<b>2019 Total CARE</b>
January	2,132	73	2,205
February	2,130	73	2,203
March	2,118	77	2,195
April	2,082	78	2,160
May	2,093	79	2,172
June	2,083	79	2,162
July	2,062	79	2,141
August	2,066	80	2,146
September	2,052	80	2,132
October	2,036	81	2,117
November	2,040	81	2,121
December	2,030	81	2,111
<b>Monthly Average</b>	<b>2,077</b>	<b>78</b>	<b>2,155</b>

\*Single-Metered CARE customers are residents of single-family dwellings each with their own meter.

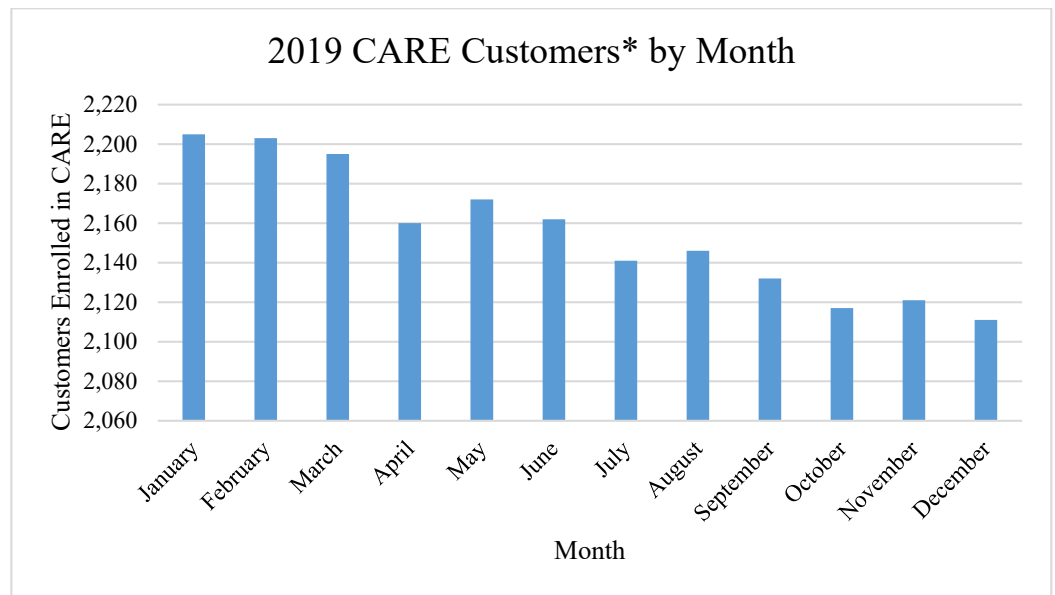
\*\*Master-Metered CARE customers are residents of mobile-home parks where there are only one or two meters for the whole park.

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.**

**RESPONSE:**

BVES' CARE participation decreased in 2019. We believe there are two main reasons: a strong California economy and BVES' implementation of the CARE HUC requirements. As noted below the Big Bear area economy is highly dependent on tourism and seasonal recreation, we believe that the actual number of eligible customers can vary considerably from year to year.

In 2019, the yearly average number of customers in the CARE program was approximately 2,155 of which 78 reside in mobile home parks that are master-metered. The graph below shows the total number of customers who are enrolled in the CARE program at the end of each month.



\*Single-Metered and Master-Metered CARE customers.

- 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. (included in Attachments).**

1. **What is the total number of residential customers?**

**RESPONSE:**

BVES served approximately 22,079 residential customers as of December 31, 2019. Of these, only about 8,397 or 38% percent were permanent residents.

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

RESPONSE:

It is estimated that there are about 2,770 eligible households eligible for CARE in BVES' service territory.

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?**

RESPONSE:

It is estimated that about 33 percent of our permanent residential customers are CARE eligible.

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?**

RESPONSE:

As of December 31, 2019, there were an average of 2,111 customers in the CARE program. This represents a penetration rate of approximately 76 percent.

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.**

RESPONSE:

Based on the US Census 2010 data, it is estimated that about 33 percent of our permanent residential customers are eligible for the CARE discount. Due to Big Bear's economy, which is highly dependent on tourism and seasonal recreation, the actual number of eligible customers can vary considerably as the number of full-time customers can fluctuate between seasons based on economic activity. There were no modifications made to the Census data.

**Submetered Participants (Master Metered Customers)**

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

RESPONSE:

As of December 31, 2019, there were 6 master-metered mobile home parks. In those parks there were 151 full-time tenants, of those full-time tenants, there were 81 enrolled in the CARE program.

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

RESPONSE:

It is estimated that approximately 50 of the 151 sub-metered full-time tenants are CARE eligible (33%). This may be a conservative estimate as the relatively newer parks have converted to individual metering.

**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?**

RESPONSE:

As of December 31, 2019, there were 81 sub-metered tenant CARE participants. This represents a 54% participation rate.

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

RESPONSE:

BVES is not aware of any problems with master-metered customers and sub-metered tenants concerning the CARE program. BVES' customer service department works closely with the MHP owners and managers at each park to ensure customer information, including their respective rate, is updated and accurate on a yearly basis.

**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.**

RESPONSE:

<b>Average KWH Consumption*</b>	<b>Tier</b>		
<b>Month</b>	<b>Tier 1</b>	<b>Tier 2</b>	<b>Tier 3</b>
January	285.57	87.28	363.42
February	281.98	86.64	359.06
March	250.70	77.70	317.58
April	255.44	78.69	274.40
May	251.65	78.15	238.65
June	271.00	83.33	245.48
July	238.25	73.97	211.47
August	255.82	78.07	241.47
September	269.18	83.48	238.98
October	116.85	36.03	105.73
November	265.73	83.79	256.83
December	268.90	83.70	305.75

\*Based on Schedule D, DE, and DO. Master Metered (Schedule DM, and DMS) not included.

- 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.**

RESPONSE:

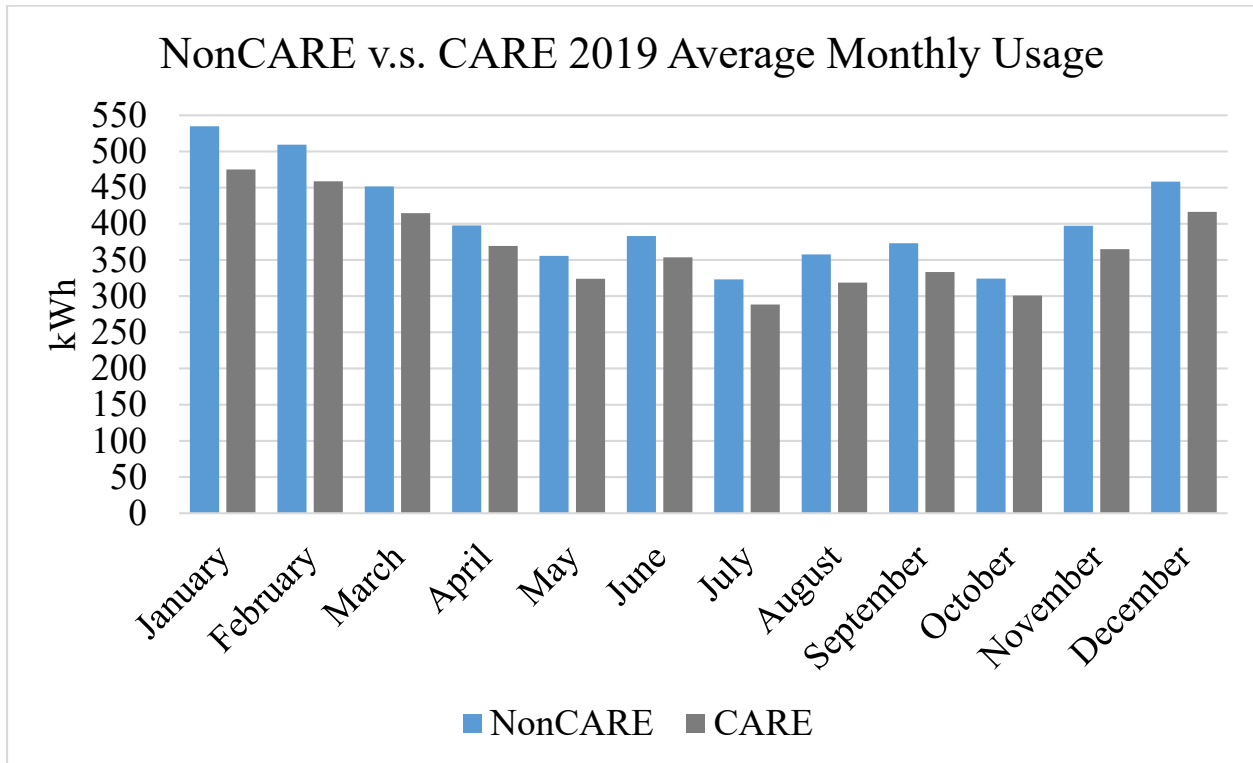
<b>Average KWH Consumption*</b>	<b>Tier</b>		
<b>Month</b>	<b>Tier 1</b>	<b>Tier 2</b>	<b>Tier 3</b>
January	293.83	86.01	289.31
February	291.68	84.64	276.97
March	263.84	76.81	250.27
April	267.34	78.23	213.30
May	256.28	75.21	182.00
June	276.92	79.18	195.42
July	236.43	70.22	166.67
August	254.76	76.71	177.89
September	269.97	80.80	180.62
October	119.96	35.53	78.83
November	273.69	80.50	191.61
December	280.07	82.84	237.44

\*Based on Schedule DLI. Master Metered (Schedule DM, and DMS) not included.



- 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.

RESPONSE:



\*Schedule D, DE, DO, DLI only. Master Meter (schedule DM and DMS not included)

### III. PROGRAM COSTS

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

RESPONSE:

<b>Month</b>	<b>Residential Non-CARE (Rate Schedule D) Average Bill Amount*</b>
January	\$125.47
February	\$123.07
March	\$109.11
April	\$91.81
May	\$79.37
June	\$85.54
July	\$71.67
August	\$80.24
September	\$83.45
October	\$70.66
November	\$84.81
December	\$85.46
<b>Average Annual</b>	<b>\$90.89</b>

\*Master Meter (Schedule DMS) and NEM customers not included.

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

RESPONSE:

<b>Month</b>	<b>Residential CARE (Rate Schedule DLI) Average Bill Amount*</b>
January	\$83.96
February	\$83.06
March	\$75.05
April	\$63.90
May	\$54.49
June	\$59.88
July	\$48.49
August	\$54.05
September	\$56.19
October	\$49.13
November	\$58.10
December	\$56.26
<b>Average Annual</b>	<b>\$61.88</b>

\*Master Meter (Schedule DMS) and NEM customers not included.

- 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.**

RESPONSE:

Month	Average Discount per CARE participant
January	\$12.83
February	\$12.25
March	\$11.37
April	\$9.99
May	\$8.63
June	\$9.30
July	\$7.91
August	\$8.52
September	\$8.80
October	\$7.45
November	\$8.79
December	\$10.20
<b>2019 12-Month Average</b>	<b>\$9.67</b>

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

RESPONSE:

BVES only records incremental direct costs to the CARE Balancing Account. Currently, those expenses include the printing of the annual CARE notification letter, printing of CARE applications, outreach costs, regulatory support, including work on the CARE Annual Report by an outside contractor and capitations fees paid to outside agencies. All other administrative functions associated with the CARE program (i.e., certification and verification) are performed by the existing BVES office personnel, whose expenses are already in rates. In 2019, the overall cost of all incremental direct charges was \$10,262.

- E. 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 and Regulatory Compliance)**

RESPONSE:

See Table III D.2 in Attachments. The outreach expenses include but are not limited to the following: newspaper ads, radio ads, bus stop ads, application/bill insert prints, information flyers etc.

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

RESPONSE:

BVES only records incremental direct costs to the CARE balancing account. BVES Billing and General administrative costs for CARE program are part of its Administrative and General (A&G) costs determined in its General Rate Case.

**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.)**

RESPONSE:

As of December 31, 2019, BVES' CARE Balancing Account had an under-collection of \$321,841.

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

RESPONSE:

BVES only records into the CARE Balancing Account incremental direct costs such as printing of notification letters, printing of applications and outside contractor work on the CARE Annual Report. Other administrative functions and tasks associated with the CARE program (i.e. application processing, verification, and certification) performed by current BVES staff members are funded through its General Rate Case. Therefore, these expenses are already accounted for in rates. As of end of 2019 BVES incurred overall incremental direct costs of \$10,262; BVES provided \$243,200 in discounts for CARE.

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

Rate Class	2019 Surcharge	Percent of Surcharge
A1	\$47,435.56	13.09%
A2	\$24,873.68	6.86%
A3	\$26,486.91	7.31%
A4	\$10,533.85	2.91%
A5Primary	\$42,854.74	11.82%
D	\$88,085.01	24.31%
DE	\$776.78	0.21%
DM	\$440.00	0.12%
DMS*	\$1,958.29	0.54%
DO	\$106,939.55	29.51%
GSD	\$585.44	0.16%
Miscellaneous**	\$11,443.56	3.16%
<b>Total</b>	<b>\$362,413.39</b>	<b>100.00%</b>

\*DMS excludes CARE customers under DMS

\*\*Miscellaneous includes NEM, A5 Secondary, Street Light

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

RESPONSE:

The CARE annual subsidy/discount given to all CARE participants during the twelve months ending in December 31, 2019 was \$243,200.

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

RESPONSE:

Rate Class	2019 Surcharge	Percent of Surcharge
Permanent Residential	92,808.15	25.61%
Seasonal Residential	108,511.94	29.94%
Commercial	111,487.84	30.76%
Industrial	44,427.13	12.26%
Street Light	2,137.58	0.59%
NEM	3,040.75	0.84%
<b>Total</b>	<b>362,413.39</b>	<b>100.00%</b>

Please also see the response to III.H above.

#### **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).**

RESPONSE:

See Table IV.A included in Attachments.

- B. Provide a narrative discussion of the following:**

- 1. Sharing information in overlapping service territories**

RESPONSE:

BVES' service territory overlaps with Southwest Gas (SWG). In order to improve customer service, BVES and SWG shares CARE customer information annually through an automatic data transfer directly within our billing systems.

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

RESPONSE:

BVES' ESA implementation contractor assists BVES with CARE enrollments by providing program information during the pre-qualification stage of the ESA assessment. BVES provides a \$20.00 CARE Capitation payment to the ESA contractor for each CARE enrollment. The contractor receives payment every quarter. Additionally, BVES and SWG share monthly reports of homes treated under the ESA program to produce new leads and ensure both gas and electric measures were offered to the customer.

- 3. Leveraging CARE funds with other utility assistance programs**

RESPONSE:

Every year the Commission issues income guidelines applicable to both CARE and ESA programs. Thus, BVES creates joint outreach for both programs through newspaper ads, radio spots, bus panel ads, information flyers and social media content. When possible, BVES also leverages its outreach efforts with SWG to promote both our CARE and ESA programs and their specific measures.

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

RESPONSE:

BVES has ran into some barriers through the implementation of the CARE High Usage Customer requirements. A large percentage of customers do not respond when their proof of income is requested in order to continue receiving the discount, if they are interested in providing proof of income, we will walk them through the steps.

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

RESPONSE:

In addition to sending out the annual notice with the new income guidelines and updated application for the CARE program, BVES works with its ESA implementation contractor to actively recruit customers deemed eligible for other programs.

**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.**

RESPONSE:

<b>2019 Summary</b>	<b>No. of Applications Received</b>	<b>New CARE Customers</b>	<b>Denied CARE Customers</b>	<b>Returned for Proof of Income</b>	<b>Requalified CARE Customers</b>	<b>Removed or Barred</b>
January	87	11	3	0	50	6
February	69	9	3	0	36	4
March	86	11	2	0	48	9
April	86	10	0	0	69	9
May	91	13	1	0	64	17
June	130	1	4	0	70	12
July	66	9	1	0	39	18
August	96	18	0	0	65	9
September	88	17	1	0	66	4
October	81	7	0	0	46	14
November	69	16	1	0	40	12
December	82	8	1	0	59	5
<b>Total</b>	<b>1031</b>	<b>130</b>	<b>17</b>	<b>0</b>	<b>652</b>	<b>119</b>

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

RESPONSE:

There were no problems encountered during this 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 recertifications 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.**

RESPONSE:

Please refer to the table provided in Section V.A above.

- 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.**

RESPONSE:

Please refer to the table in Section V.A. showing CARE application activity. All first time applicants are accepted and placed on the CARE program through self-certification. Every 2 years, from the date of enrollment, BVES sends a CARE program reverification application to all customers enrolled in the program.

- 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.**

RESPONSE:

In compliance with the Commission requirement for the CARE updated income guidelines, on June 1<sup>st</sup> of each year BVES mails to owners or managers of the master-metered mobile home parks (MHP) CARE applications in English and Spanish to distribute to their sub-metered customers for recertification. Completed applications must be returned to BVES Customer Service Department. Once received, all applications are reviewed and processed accordingly and the applicant is notified of its approval or rejection.



BVES communicates with the MHP managers and performs checks of the MHPs on a quarterly basis to ensure CARE enrollments are correct. BVES is unaware of any problems existing between the MHP managers and their sub-metered residents 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.**

RESPONSE:

Third parties are not used. BVES employees, specifically the Customer Service Department, perform all verification, certification, and recertification.

## **VII. OTHER TOPICS**

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

RESPONSE:

There were no significant changes from the previous reporting period.

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

RESPONSE:

BVES does not have any additional comments or recommendations at this time.

## **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.**

### **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.**

RESPONSE:

There is only group living facility participating in CARE expanded

program.

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

RESPONSE:

The primary purpose of this shelter is to rehabilitate battered women and provide housing for up to five months. This shelter can accommodate eighteen women at any given time but the total number fluctuates based on need.

## **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 and Regulatory Compliance)**

RESPONSE:

BVES had no direct costs associated with this facility. There is no separate accounting for the Expanded CARE program. All the costs associated with the CARE program, Expanded or Regular, are maintained in the same balancing account. Please refer to response to questions III.D and III.G of CARE Residential Program Section.

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

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

RESPONSE:

The total annual discount for the one group living facility in the Big Bear Valley was approximately \$1,564 during the entire year of 2019.

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

RESPONSE:

Not applicable.

### **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).**

RESPONSE:

Due to the size of BVES' service territory, we were able to identify the only potential Expanded CARE customer. BVES customer service representatives mail information as well as communicate program changes by telephone.

- 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;**

RESPONSE:

The most cost effective outreach method was through public agencies (Welfare offices, Local Thrift Stores, Churches, etc.) who were notified of the Expanded CARE group living program and received collateral with additional information. BVES' most cost effective outreach regarding CARE and ESA are Facebook posts, which are posted periodically on BVES' Facebook.

- 2. Sharing information in overlapping service territories;**

RESPONSE:

BVES' has worked with SWG to conduct outreach and notify public agencies of the Expanded CARE program by joint collateral and applications.

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

RESPONSE:

There were no participation barriers encountered through the implementation of the Expanded CARE program.

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

RESPONSE:

Public agencies used to solicit the Expanded CARE program include local churches and welfare offices.

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

RESPONSE:  
No barriers were encountered.

**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.**

RESPONSE:  
There were no applications received under the Expanded CARE program during this reporting period.

- B. State the reasons CARE applications are not approved.**

RESPONSE:  
Not applicable.

- C. Describe any problems encountered during the reporting period with recertification and verification processes for Expanded CARE.**

RESPONSE:  
Not applicable.

**V. OTHER TOPICS**

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

RESPONSE:  
There were no significant changes between reporting periods.

- 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.**

RESPONSE:  
BVES has not been active in its effort to reach out to expanded facilities. Going forward, BVES will visit any potential expanded facilities two times a year or when necessary to hand out CARE applications and informational flyer.

# **ATTACHMENTS**

TABLE III D.2 - 2019 BVES CARE EXPENSES

CARE Program:	First Quarter	Second Quarter	Third Quarter	Fourth Quarter			
	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	YTD	Annual Budget	Percentage of Budget
<b>Outreach</b>							
Capitation Fees					\$0		
Applications/Inserts	\$112	\$312			\$424		
Media *	\$1,317	\$676	\$751	\$1,407	\$4,151		
Other Outreach <sup>(1)</sup>					\$0		
Other Outreach subsumed in GRC <sup>(5)</sup>					\$0		
<b>Subtotal Outreach</b>	<b>\$1,429</b>	<b>\$988</b>	<b>\$751</b>	<b>\$1,407</b>	<b>\$4,576</b>		
<b>Processing/Certification/Verification</b>							
Internal							
Outside Services <sup>(2)</sup>					\$0		
<b>Subtotal Processing/Certification/Verification</b>					<b>\$0</b>		
<b>General</b>							
Billing System/ Programming							
Consulting Services <sup>(3)</sup>	\$780	\$1,390			\$2,170		
Regulatory Compliance				\$3,516	\$3,516		
Travel					\$0		
Filings							
Labor Costs (including overhead) <sup>(4)</sup>							
Incremental							
Other general (please specify) <sup>(1)</sup>					\$0		
General costs subsumed in GRC (please specify) <sup>(5)</sup>							
<b>Subtotal General</b>	<b>\$780</b>	<b>\$1,390</b>	<b>\$0</b>	<b>\$3,516</b>	<b>\$5,686</b>		
<b>TOTAL PROGRAM COSTS (including costs subsumed in GRC)</b>	<b>\$2,209</b>	<b>\$2,378</b>	<b>\$751</b>	<b>\$4,923</b>	<b>\$10,262</b>		
<b>TOTAL PROGRAM COSTS (excluding costs subsumed in GRC)</b>	<b>\$2,209</b>	<b>\$2,378</b>	<b>\$751</b>	<b>\$4,923</b>	<b>\$10,262</b>		
<b>CARE Program Discount</b>	<b>\$78,070</b>	<b>\$58,600</b>	<b>\$52,318</b>	<b>\$54,213</b>	<b>\$243,201</b>		
<b>GRAND TOTAL PROGRAM COSTS (including costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$80,279</b>	<b>\$60,978</b>	<b>\$53,069</b>	<b>\$59,136</b>	<b>\$253,463</b>		
<b>GRAND TOTAL PROGRAM COSTS (excluding costs subsumed in GRC) &amp; CUSTOMER DISCOUNTS</b>	<b>\$80,279</b>	<b>\$60,978</b>	<b>\$53,069</b>	<b>\$59,136</b>	<b>\$253,463</b>	<b>\$0</b>	<b>\$0</b>

- (1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.
- (2) Outside services should include third party entity contracts to process applications and perform certification and verification activities.
- (3) Identify if consulting services are one time costs or ongoing and include a description of the provided services.
- (4) Ratepayer funded overhead is to include labor overhead only, pursuant to D. 89-09-044 and D. 01-05-033.
- (5) Outreach and general costs that are subsumed in the GRC and therefore excluded from CARE program budgets and applications.

Note: Estimated labor subsumed in General Rates is not included in program budgets, per D.89-09-044 and D.01-05-033. However, they are reported here in order to provide a total picture of program costs.

\* Radio, TV, Print of general circulation.

(3) Consulting fees associated with analysis of CARE "High Users". Q2 includes Annual Reporting support

**TABLE IV.A. - 2019 BVES CARE OUTREACH ACTIVITIES**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status (In Progress/Completed)</b>	<b>Costs</b>	<b>Cost</b>
Media					
Newspaper	Outreach through local newspaper	On-going	On-going		
TV/Radio/Other Mass Media	Outreach through local TV/Radio & Bus stop ads	On-going	On-going		
Total Media					\$4,151
Annual CARE Program Announcement	Annual bill insert to provide customers information regarding the CARE program and new income eligibility levels	June/July, On-going	Complete		\$424
Lobby Display	BVES has a CARE program display in the Garstin office lobby that includes CARE enrollment information.	On-going	On-going		\$0
Earth Day	BVES provides CARE/ESA program information at its Earth Day event - customers can sign-up at the event.	April, On-going	On-going		\$0
Career Fair	BVES provides CARE/ESA program information at the Career Fair - customers can sign-up at the event.	August, On-going	On-going		\$0
Local Organizations	BVES does outreach through presentations and meetings with local organizations such as the Kiwanis Club, AARP, Mountain Rim Fire Safe Council, BVES and etc.	On-going	On-going		\$0

(1) All no cost activities involve staff Indirect costs that were recovered in GRC

**TABLE I.B. - 2019 BVES CARE PARTICIPATION**

Month	Enrolled by Non-Capitation	Enrolled by Capitation	Total Enrolled	Total CARE Participants	Total CARE Participants w/MH Customers	Estimated * Eligible	Participation Rate
January	37	0	37	2,132	2,205	2,800	79%
February	33	0	33	2,130	2,203	2,800	79%
March	38	0	38	2,118	2,195	2,800	78%
April	25	0	25	2,082	2,160	2,800	77%
May	28	0	28	2,093	2,172	2,800	78%
June	56	0	56	2,083	2,162	2,800	77%
July	26	0	26	2,062	2,141	2,800	76%
August	25	0	25	2,066	2,146	2,800	77%
September	19	0	19	2,052	2,132	2,800	76%
October	30	0	30	2,036	2,117	2,800	76%
November	27	0	27	2,040	2,121	2,800	76%
December	22	0	22	2,030	2,111	2,800	75%

\*Footnote source for calculating estimated eligible

Source is US Census 2010 which is 33% of full-time eligible customers



CARE Program balance for twelve month period Jan-Dec 2019

	2019
Beginning balance @ Jan 01	(\$417,802)
Program benefits	(\$243,200)
Interest accrual	(\$8,641)
Recoveries through surcharges	\$362,413
Administrative costs, uncollectible and franchise fees	(\$14,611)
Net balance @ Dec 31	(\$321,841)

**TABLE VIII. A. - 2019 BVES ESA PROGRAM SUMMARY**

<b>ESA EXPENDITURES</b>	<b>Jan-Mar</b>	<b>April-Jun</b>	<b>Jul-Sept</b>	<b>Oct-Dec</b>	<b>YTD</b>	<b>Budget</b>	<b>Percentage of Budget</b>
<b>Program Costs</b>							
Weatherization			\$ 100		\$ 100		
Appliance Replacement	\$ 3,392	\$ 23,789	\$ 16,919	\$ 29,684	\$ 73,784		
Education, Assessment and Income Verification	\$ 422	\$ 3,177	\$ 4,771	\$ 5,844	\$ 13,792		
<b>Total Program Costs</b>	\$ 3,814	\$ 26,966	\$ 21,790	\$ 35,528	\$ 88,098	\$ 86,080	102%
<b>Administrative Costs</b>							
Outreach/Assessment	\$4,010	\$4,299	\$2,256	\$4,573	\$ 15,138	\$ 12,500	
Inspections					\$ -	\$ 1,000	
General	\$ 6,000	\$ 4,929	\$ -		\$ 10,929	\$ 37,475	
<b>Total Administrative Costs</b>	\$ 10,010	\$ 9,228	\$ 2,256	\$ 4,573	\$ 26,067	\$ 50,975	51%
<b>Grand Total</b>	<b>\$13,824</b>	<b>\$36,194</b>	<b>\$24,046</b>	<b>\$40,101</b>	<b>\$114,165</b>	<b>\$137,055</b>	<b>83%</b>

**TABLE VIII B - 2019 BVES ESA ADMINISTRATIVE EXPENSES**

ESA Program:	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	YTD	Budget	Percentage of Budget
<b>Outreach</b>							
Applications/Inserts					\$0		
Media	\$3,706	\$1,673	\$1,942	\$3,500	\$10,821		
Other Outreach <sup>(1)</sup>	\$304	\$2,627	\$314	\$1,073	\$4,317		
Other outreach subsumed in GRC <sup>(5)</sup>							
<b>Subtotal Outreach</b>	<b>\$ 4,010</b>	<b>\$ 4,299</b>	<b>\$ 2,256</b>	<b>\$ 4,573</b>	<b>\$ 15,138</b>		
<b>Inspections</b>							
Internal					\$0		
Outside Services					\$0		
<b>Subtotal Inspections</b>					\$0		
<b>General</b>							
Billing System/ Programming					\$0		
Consulting Services <sup>(2)</sup>	\$6,000				\$6,000		
Regulatory Compliance		\$4,929			\$4,929		
Travel					\$ -		
Filings					\$0		
Labor Costs (including overhead) <sup>(3)</sup>							
Incremental							
Other Outside Services							
Other General <sup>(4)</sup>					\$0		
General costs subsumed in GRC (please specify) <sup>(5)</sup>							
<b>Subtotal General</b>	<b>\$ 6,000</b>	<b>\$ 4,929</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,929</b>		
<b>TOTAL ESA ADMINISTRATION COSTS (including costs subsumed in GRC)</b>	<b>\$ 10,010</b>	<b>\$ 9,228</b>	<b>\$ 2,256</b>	<b>\$ 4,573</b>	<b>\$ 26,067</b>	<b>\$ 50,975</b>	<b>51%</b>
<b>TOTAL ESA ADMINISTRATION COSTS (excluding costs subsumed in GRC)</b>							

(1) Other Outreach/General costs are defined as any direct costs that do not fall into the listed subcategories.

(2) Utilities should describe the services and indicate if they are on-going or one time expenditures.

(3) Labor costs are defined as incremental labor costs charged to LIEE that are not recovered in general operations. If the utility allocates annual incremental labor costs to each category instead of tracking labor costs for each category separately, please indicate such and explain the allocation factor used.

(4) Utilities should describe the other administrative services received and the companies or agencies that provide them.

(5) Outreach and general costs that are subsumed in the GRC and therefore excluded from LIEE program budgets and applications.

Note: Estimated labor subsumed in General Rates is not included in costs above, per D.89-09-044 and D.01-05-033.

Consulting services include: ESA Database/tracking/reporting data

Regulatory Compliance: Technical Assistance including reporting support and data request support.

**T VIII. C - 2019 BVES ESA OUTREACH ACTIVITIES**

<b>Activity</b>	<b>Summary</b>	<b>Timeline</b>	<b>Status (In Progress/Completed)</b>	<b>Costs</b>
TV/Radio	Outreach through local TV/Radio	On-going	On-going	\$10,821
Newspaper	Outreach through local news paper	On-going	On-going	
Bus Bench and Panel	Outreach through Bus Ads (bench/stop and bus panel)	On-going	On-going	
Mailing/Other	Prepared and Mailed a program summary and bounce back card to CARE customers and related promotion. Misc. outreach expenses	On-going	On-going	\$3,366
Career Fair	BVES provides CARE/ESA program information at the Career Fair - customers can sign-up at the event.	August, On-going	On-going	
Earth Day	BVES has a CARE/ESA program both at its Earth Day event - customers can sign-up at the event.	April, On-going	On-going	
Local Organizations	BVES does outreach at meetings/event with local organizations such as the Kiwanis Club, AARP, Mountain Rim Fire Safe Council, BVES and etc.	On-going	On-going	

TABLE VIII. D. - 2019 BVES ESA INSTALLATIONS AND COSTS

First Quarter: January-March

Measures*	Units	Completed			Costs		
		Region 1	Region 2	Total	Region 1	Region 2	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home						
Outlet Switch Gaskets	Home			0	0		\$ -
Shell Infiltration	Home						
Threshold	Home						
<b>Weatherization</b>							
Attic Insulation	Home						
Attic Venting	Home						
Ceiling Insulation	Home						
Floor Insulation	Home						
Kneewall Insulation	Home						
Weather stripping	Home						\$ -
Caulking	Home						\$ -
Home Repairs	Home						
Low Flow Shower Device	Home			0			\$ -
Minor Envelope Repair	Home						\$ -
Water Heater Pipe Wrap	Home						
Sink Faucet Aerator	Home			0			\$ -
Water Heater Blanket	Home						
<b>Furnaces/HVAC</b>							
Window A/C	Each			0	\$ -		\$ -
Replacement - Gas	Each						
Repair - Electric	Each			0	0		\$ -
Replacement - Electric	Each						
<b>Miscellaneous Measures</b>							
Door Replacement	Each						
Glass Replacement	Each						
Duct Wrap	Home						
Duct Register	Home						
Storm Windows - Glass Fixed	Each						
Storm Windows - Glass Operable	Each						
Vinyl Retro Window	Each						
Set Back Thermometer	Each						
Filter Alert Device	Each						
Foam Tape	Home						
Gas Water Heater Repair/Replace	Each						
Elec Water Heater Repair/Replace	Each						
Reusable Filter/Replacement Signal	Each						
Solar Screens	Each						
Compact Fluorescent Bulbs	Each			0			\$ -
LED Screw-in Lamps	Each	40		40	\$ 633.20		\$ 633.20
Refrigerators	Each	2		2	\$ 2,057.91		\$ 2,057.91
LED Night Light	Each	8		8	\$68		\$ 67.54
CF Fixtures Interior	Each			0			\$ -
LED Fixtures Interior	Each			0			\$ -
CF Fixtures Exterior	Each			0			\$ -
LED Fixtures Exterior	Each			0			\$ -
Microwaves	Each	2		2	\$264		\$ 263.84
Surge Protector	Each	5		5	\$369		\$ 369.37
Other (please specify)	Each			0			\$ -
				0			
Assessment/Income Verification	Home	4		4	\$ 316.60		\$ 316.60
<b>Education</b>							
In-home Education	Home	4		4	\$ 105.53		\$ 105.53
Education Workshops				0			
Income Verification	Home			0			\$ -
<b>TOTAL HOMES</b>		4		4			
<b>Total Number of Homes Treated</b>		4		4			\$ 3,813.99
<b>Total Number of Homes Weatherized</b>		0		0			

TABLE VIII. D. - 2019 BVES ESA INSTALLATIONS AN

Second Quarter: April-June

Measures*	Units	Completed			Costs		
		Region 1	Region 2	Total	Region 1	Region 2	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home						
Outlet Switch Gaskets	Home						
Shell Infiltration	Home						
Threshold	Home						
<b>Weatherization</b>							
Attic Insulation	Home						
Attic Venting	Home						
Ceiling Insulation	Home						
Floor Insulation	Home						
Kneewall Insulation	Home						
Weather stripping	Home						
Caulking	Home						
Home Repairs	Home						
Low Flow Shower Device	Home			0			\$ -
Minor Envelope Repair	Home						
Water Heater Pipe Wrap	Home						
Sink Faucet Aerator	Home			0			\$ -
Water Heater Blanket	Home						
<b>Furnaces/HVAC</b>							
Window A/C	Each			0			\$ -
Replacement - Gas	Each						
Repair - Electric	Each						
Replacement - Electric	Each						
<b>Miscellaneous Measures</b>							
Door Replacement	Each						
Glass Replacement	Each						
Duct Wrap	Home						
Duct Register	Home						
Storm Windows - Glass Fixed	Each						
Storm Windows - Glass Operable	Each						
Vinyl Retro Window	Each						
Set Back Thermometer	Each						
Filter Alert Device	Each						
Foam Tape	Home						
Gas Water Heater Repair/Replace	Each						
Elec Water Heater Repair/Replace	Each						
Reusable Filter/Replacement Signal	Each						
Solar Screens	Each						
Compact Fluorescent Bulbs	Each			0			\$ -
LED Screw-in Lamps	Each	271		271	\$ 4,304.44		\$ 4,304.44
Refrigerators	Each	15		15	\$ 16,264.74		\$ 16,264.74
LED Night Light	Each	57		57	\$ 482.86		\$ 482.86
CF Fixtures Interior	Each			0			\$ -
LED Fixtures Interior	Each			0			\$ -
CF Fixtures Exterior	Each			0			\$ -
LED Fixtures Exterior	Each			0			\$ -
Microwaves	Each	5		5	\$ 661.81		\$ 661.81
Surge Protector	Each	28		28	\$ 2,075.45		\$ 2,075.45
Other (please specify)	Each			0			\$ -
Assessment/Income Verification	Home	30		30	\$ 2,382.53		\$ 2,382.53
<b>Education</b>							
In-home Education	Home	30		30	\$ 794.18		\$ 794.18
Education Workshops							
Income Verification	Home			0			\$ -
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>				0	\$ 26,966.01		\$ 26,966.01
<b>Total Number of Homes Weatherized</b>		0		0			

TABLE VIII. D. - 2019 BVES ESA INSTALLATIONS AN

Third Quarter: July-September

Measures*	Units	Completed			Costs		
		Region 1	Region 2	Total	Region 1	Region 2	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home						
Outlet Switch Gaskets	Home						
Shell Infiltration	Home						
Threshold	Home						
<b>Weatherization</b>							
Attic Insulation	Home						
Attic Venting	Home						
Ceiling Insulation	Home						
Floor Insulation	Home						
Kneewall Insulation	Home						
Weather stripping	Home			0			\$ -
Caulking	Home						
Home Repairs	Home						
Low Flow Shower Device	Home	2		2	\$ 92.09		\$ 92.09
Minor Envelope Repair	Home			0			\$ -
Water Heater Pipe Wrap	Home						
Sink Faucet Aerator	Home	1		1	\$ 7.77		\$ 7.77
Water Heater Blanket	Home						
<b>Furnaces/HVAC</b>							
Window A/C	Each			0			\$ -
Replacement - Gas	Each						
Repair - Electric	Each						
Replacement - Electric	Each						
<b>Miscellaneous Measures</b>							
Door Replacement	Each						
Glass Replacement	Each						
Duct Wrap	Home						
Duct Register	Home						
Storm Windows - Glass Fixed	Each						
Storm Windows - Glass Operable	Each						
Vinyl Retro Window	Each						
Set Back Thermometer	Each						
Filter Alert Device	Each						
Foam Tape	Home						
Gas Water Heater Repair/Replace	Each						
Elec Water Heater Repair/Replace	Each						
Reusable Filter/Replacement Signal	Each						
Solar Screens	Each						
Compact Fluorescent Bulbs	Each			0			\$ -
LED Screw-in Lamps	Each	309		309	\$ 5,142.58		\$ 5,142.58
Refrigerators	Each	7		7	\$ 7,844.23		\$ 7,844.23
LED Night Light	Each	70		70	\$ 621.33		\$ 621.33
CF Fixtures Interior	Each			0			\$ -
LED Fixtures Interior	Each			0			\$ -
CF Fixtures Exterior	Each			0			\$ -
LED Fixtures Exterior	Each			0			\$ -
Microwaves	Each	11		11	\$ 1,525.58		\$ 1,525.58
Surge Protector	Each	23		23	\$ 1,786.31		\$ 1,786.31
Other (please specify)	Each			0			\$ -
Assessment/Income Verification	Home	43		43	\$ 3,578.17		\$ 3,578.17
<b>Education</b>							
In-home Education	Home	43		43	\$ 1,192.72		\$ 1,192.72
Education Workshops							
Income Verification	Home			0			\$ -
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>				0	\$ 21,790.78		\$ 21,790.78
<b>Total Number of Homes Weatherized</b>				0			

TABLE VIII. D. - 2019 BVES ESA INSTALLATIONS AN

Fourth Quarter: October-December

Measures*	Units	Completed			Costs		
		Region 1	Region 2	Total	Region 1	Region 2	Total
<b>Infiltration &amp; Space Conditioning</b>							
Cooler Cover	Home						
Outlet Switch Gaskets	Home			0			0
Shell Infiltration	Home						
Threshold	Home						
<b>Weatherization</b>							
Attic Insulation	Home						
Attic Venting	Home						
Ceiling Insulation	Home						
Floor Insulation	Home						
Kneewall Insulation	Home						
Weather stripping	Home			0			0
Caulking	Home						
Home Repairs	Home						
Low Flow Shower Device	Home			-			0
Minor Envelope Repair	Home						
Water Heater Pipe Wrap	Home						
Sink Faucet Aerator	Home			-			0
Water Heater Blanket	Home			-			\$ -
				-			\$ -
<b>Furnaces/HVAC</b>							
Window A/C	Each	1		1	990.26		\$ 990.26
Replacement - Gas	Each			-			\$ -
Repair - Electric	Each			-			\$ -
Replacement - Electric	Each			-			\$ -
				-			\$ -
<b>Miscellaneous Measures</b>							
Door Replacement	Each			-			\$ -
Glass Replacement	Each			-			\$ -
Duct Wrap	Home			-			\$ -
Duct Register	Home			-			\$ -
Storm Windows - Glass Fixed	Each			-			\$ -
Storm Windows - Glass Operable	Each			-			\$ -
Vinyl Retro Window	Each			-			\$ -
Set Back Thermometer	Each			-			\$ -
Filter Alert Device	Each			-			\$ -
Foam Tape	Home			-			\$ -
Gas Water Heater Repair/Replace	Each			-			\$ -
Elec Water Heater Repair/Replace	Each			-			\$ -
Reusable Filter/Replacement Signal	Each			-			\$ -
Solar Screens	Each			-			\$ -
Compact Fluorescent Bulbs	Each			0			\$ -
LED Screw-in Lamps	Each	328		328	\$ 5,324.65		\$ 5,324.65
Refrigerators	Each	17		17	\$ 19,875.47		\$ 19,875.47
LED Night Light	Each	96		96	\$831		\$ 831.17
CF Fixtures Interior	Each			0			\$ -
LED Fixtures Interior	Each			0			\$ -
CF Fixtures Exterior	Each			0			\$ -
LED Fixtures Exterior	Each			0			\$ -
Microwaves	Each	18		18	\$2,435		\$ 2,435.06
Surge Protector	Each	3		3	\$227		\$ 227.27
Other (please specify)	Each			0			\$ -
Assessment/Income Verification	Home	54		54	\$ 4,383.10		\$ 4,383.10
<b>Education</b>							
In-home Education	Home	54		54	\$ 1,461.03		\$ 1,461.03
Education Workshops							
Income Verification	Home			0			\$ -
<b>TOTAL HOMES</b>							
<b>Total Number of Homes Treated</b>				0	\$ 35,528.01		\$ 35,528.01
<b>Total Number of Homes Weatherized</b>				0			



TABLE VIII. D. - 2019 BVES ESA INSTALLATIONS AN

Year to Date Totals

Measures*	Units	Completed YTD		Costs YTD	
		Region 1	Region 2	Region 1	Region 2
<b>Infiltration &amp; Space Conditioning</b>					
Cooler Cover	Home				
Outlet Switch Gaskets	Home	-		\$ -	
Shell Infiltration	Home				
Threshold	Home				
<b>Weatherization</b>					
Attic Insulation	Home				
Attic Venting	Home				
Ceiling Insulation	Home				
Floor Insulation	Home				
Kneewall Insulation	Home				
Weather stripping	Home	-		\$ -	
Caulking	Home	-		\$ -	
Home Repairs	Home				
Low Flow Shower Device	Home	2		\$ 92.09	
Minor Envelope Repair	Home	-		\$ -	
Water Heater Pipe Wrap	Home	-		\$ -	
Sink Faucet Aerator	Home	1		\$ 7.77	
Water Heater Blanket	Home	-		\$ -	
		-		\$ -	
<b>Furnaces/HVAC</b>					
Window A/C	Each	1		\$ 990.26	
Replacement - Gas	Each	-		\$ -	
Repair - Electric	Each	-		\$ -	
Replacement - Electric	Each	-		\$ -	
		-		\$ -	
<b>Miscellaneous Measures</b>					
Door Replacement	Each	-		\$ -	
Glass Replacement	Each	-		\$ -	
Duct Wrap	Home	-		\$ -	
Duct Register	Home	-		\$ -	
Storm Windows - Glass Fixed	Each	-		\$ -	
Storm Windows - Glass Operable	Each	-		\$ -	
Vinyl Retro Window	Each	-		\$ -	
Set Back Thermometer	Each	-		\$ -	
Filter Alert Device	Each	-		\$ -	
Foam Tape	Home	-		\$ -	
Gas Water Heater Repair/Replace	Each	-		\$ -	
Elec Water Heater Repair/Replace	Each	-		\$ -	
Reusable Filter/Replacement Signal	Each	-		\$ -	
Solar Screens	Each	-		\$ -	
Compact Fluorescent Bulbs	Each	-		\$ -	
LED Screw-in Lamps	Each	948		\$ 15,404.87	
Refrigerators	Each	41		\$ 46,042.35	
LED Night Light	Each	231		\$ 2,002.90	
CF Fixtures Interior	Each	-		\$ -	
LED Fixtures Interior	Each	-		\$ -	
CF Fixtures Exterior	Each	-		\$ -	
LED Fixtures Exterior	Each	-		\$ -	
Microwaves	Each	36		\$ 4,886.29	
Surge Protector	Each	59		\$ 4,458.40	
Other (please specify)	Each	-		\$ -	
				\$ -	
Assessment/Income Verification	Home	131		\$ 10,660.40	
<b>Education</b>					
In-home Education	Home	131		\$ 3,553.46	
Education Workshops		-		\$ -	
Income Verification	Home	-		\$ -	
<b>TOTAL HOMES</b>		4		\$ -	
<b>Total Number of Homes Treated</b>		4		\$ 88,098.79	
<b>Total Number of Homes Weatherized</b>					

TABLE VIII. E. - 2019 BVES ESA ENERGY SAVINGS

First Quarter: January-March

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 2		Total		Region 1		Region 2		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home					-						-	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weather stripping	Home												
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home					-						-	
Minor Envelope Repair	Home					-						-	
Water Heater Pipe Wrap	Home					-						-	
Sink Faucet Aerator	Home					-						-	
Water Heater Blanket	Home					-						-	
						-						-	
<b>Furnaces</b>													
Window A/C	Each					-						-	
Replacement - Gas	Each					-						-	
Repair - Electric	Each					-						-	
Replacement - Electric	Each					-						-	
						-						-	
<b>Miscellaneous Measures</b>													
Door Replacement	Each					-						-	
Glass Replacement	Each					-						-	
Duct Wrap	Home					-						-	
Duct Register	Home					-						-	
Storm Windows - Glass Fixed	Each					-						-	
Storm Windows - Glass Operable	Each					-						-	
Vinyl Retro Window	Each					-						-	
Set Back Thermometer	Each					-						-	
Filter Alert Device	Each					-						-	
Foam Tape	Home					-						-	
Gas Water Heater Repair/Replace	Each					-						-	
Elec. Water Heater Repair/Replace	Each					-						-	
Reusable Filter/Replacement Signal	Each					-						-	
Solar Screens	Each					-						-	
Compact Fluorescent Bulbs	Each					-						-	
LED Lamps	Each	660				660		6,382				6,382	
Refrigerators	Each	1,050				1,050		14,700				14,700	
LED Night Light	Each	23				23		375				375	
Microwaves	Each	931				931		9,308				9,308	
CF Fixtures Interior	Each					-						-	
LED Fixtures Interior	Each					-						-	
CF Fixtures Exterior	Each					-						-	
Surge Protector	Each	700				700		3,500				3,500	
	Each					-						-	
Other (please specify)													
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		3,364				3,364		34,265				34,265	

TABLE VIII. E. - 2019 BVES ESA ENERGY SAVINGS

Second Quarter: April-June

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 2		Total		Region 1		Region 2		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home												
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weather stripping	Home												
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home					-						-	
Minor Envelope Repair	Home					-						-	
Water Heater Pipe Wrap	Home					-						-	
Sink Faucet Aerator	Home					-						-	
Water Heater Blanket	Home					-						-	
						-						-	
<b>Furnaces</b>													
Window A/C	Each					-						-	
Replacement - Gas	Each					-						-	
Repair - Electric	Each					-						-	
Replacement - Electric	Each					-						-	
						-						-	
<b>Miscellaneous Measures</b>													
Door Replacement	Each					-						-	
Glass Replacement	Each					-						-	
Duct Wrap	Home					-						-	
Duct Register	Home					-						-	
Storm Windows - Glass Fixed	Each					-						-	
Storm Windows - Glass Operable	Each					-						-	
Vinyl Retro Window	Each					-						-	
Set Back Thermometer	Each					-						-	
Filter Alert Device	Each					-						-	
Foam Tape	Home					-						-	
Gas Water Heater Repair/Replace	Each					-						-	
Elec. Water Heater Repair/Replace	Each					-						-	
Reusable Filter/Replacement Signal	Each					-						-	
Solar Screens	Each					-						-	
Compact Fluorescent Bulbs	Each					-						-	
LED Lamps	Each	4,472				4,472		43,239				43,239	
Refrigerators	Each	7,875				7,875		110,250				110,250	
LED Night Light	Each	167				167		2,672				2,672	
Microwaves	Each	2,327				2,327		23,270				23,270	
CF Fixtures Interior	Each					-						-	
LED Fixtures Interior	Each					-						-	
CF Fixtures Exterior	Each					-						-	
Surge Protector	Each	3,920				3,920		19,600				19,600	
	Each					-						-	
Other (please specify)													
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		18,761				18,761		199,032				199,032	

TABLE VIII. E. - 2019 BVES ESA ENERGY SAVINGS

Third Quarter: July-August

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 2		Total		Region 1		Region 2		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home												
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weather stripping	Home					-						-	
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home	168				168		1,680				1,680	
Minor Envelope Repair	Home					-						-	
Water Heater Pipe Wrap	Home					-						-	
Sink Faucet Aerator	Home	84				84		840				840	
Water Heater Blanket	Home					-						-	
<b>Furnaces</b>													
Window A/C	Each					-						-	
Replacement - Gas	Each					-						-	
Repair - Electric	Each					-						-	
Replacement - Electric	Each					-						-	
<b>Miscellaneous Measures</b>													
Door Replacement	Each					-						-	
Glass Replacement	Each					-						-	
Duct Wrap	Home					-						-	
Duct Register	Home					-						-	
Storm Windows - Glass Fixed	Each					-						-	
Storm Windows - Glass Operable	Each					-						-	
Vinyl Retro Window	Each					-						-	
Set Back Thermometer	Each					-						-	
Filter Alert Device	Each					-						-	
Foam Tape	Home					-						-	
Gas Water Heater Repair/Replace	Each					-						-	
Elec. Water Heater Repair/Replace	Each					-						-	
Reusable Filter/Replacement Signal	Each					-						-	
Solar Screens	Each					-						-	
Compact Fluorescent Bulbs	Each					-						-	
LED Lamps	Each	5,099				5,099		49,303				49,303	
Refrigerators	Each	3,675				3,675		51,450				51,450	
LED Night Light	Each	205				205		3,282				3,282	
Microwaves	Each	5,119				5,119		51,194				51,194	
CF Fixtures Interior	Each					-						-	
LED Fixtures Interior	Each					-						-	
CF Fixtures Exterior	Each					-						-	
Surge Protector	Each	3,220				3,220		16,100				16,100	
Other (please specify)	Each					-						-	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		17,570				17,570		173,848				173,848	

TABLE VIII. E. - 2019 BVES ESA ENERGY SAVINGS

Fourth Quarter: October-December

Measures*	Units	Annual Energy Savings *						Lifetime Energy Savings					
		Region 1		Region 2		Total		Region 1		Region 2		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home												
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weather stripping	Home												
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home					-						-	
Minor Envelope Repair	Home					-						-	
Water Heater Pipe Wrap	Home					-						-	
Sink Faucet Aerator	Home					-						-	
Water Heater Blanket	Home					-						-	
						-						-	
<b>Furnaces</b>													
Window A/C	Each	44				44		440				440	
Replacement - Gas	Each					-						-	
Repair - Electric	Each					-						-	
Replacement - Electric	Each					-						-	
						-						-	
<b>Miscellaneous Measures</b>													
Door Replacement	Each					-						-	
Glass Replacement	Each					-						-	
Duct Wrap	Home					-						-	
Duct Register	Home					-						-	
Storm Windows - Glass Fixed	Each					-						-	
Storm Windows - Glass Operable	Each					-						-	
Vinyl Retro Window	Each					-						-	
Set Back Thermometer	Each					-						-	
Filter Alert Device	Each					-						-	
Foam Tape	Home					-						-	
Gas Water Heater Repair/Replace	Each					-						-	
Elec. Water Heater Repair/Replace	Each					-						-	
Reusable Filter/Replacement Signal	Each					-						-	
Solar Screens	Each					-						-	
Compact Fluorescent Bulbs	Each					-						-	
LED Lamps	Each	5,412				5,412		52,334				52,334	
Refrigerators	Each	8,925				8,925		124,950				124,950	
LED Night Light	Each	281				281		4,500				4,500	
Microwaves	Each	8,377				8,377		83,772				83,772	
CF Fixtures Interior	Each											-	
LED Fixtures Interior	Each											-	
CF Fixtures Exterior	Each											-	
Surge Protector	Each	420				420		2,100				2,100	
	Each					-						-	
Other (please specify)													
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		23,459				23,459		268,097				268,097	

TABLE VIII. E. - 2019 BVES ESA ENERGY SAVINGS

Measures*	Units	Annual Energy Savings YTD *						Lifetime Energy Savings YTD					
		Region 1		Region 2		Total		Region 1		Region 2		Total	
		kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms	kWh	Therms
<b>Infiltration &amp; Space Conditioning</b>													
Cooler Cover	Home												
Outlet Switch Gaskets	Home												
Shell Infiltration	Home	-				-		-				-	
Threshold	Home												
<b>Weatherization</b>													
Attic Insulation	Home												
Attic Venting	Home												
Ceiling Insulation	Home												
Floor Insulation	Home												
Kneewall Insulation	Home												
Weather stripping	Home	-				-		-				-	
Caulking	Home												
Home Repairs	Home												
Low Flow Shower Device	Home	168				168		1,680				1,680	
Minor Envelope Repair	Home	-				-		-				-	
Water Heater Pipe Wrap	Home												
Sink Faucet Aerator	Home	84				84		840				840	
Water Heater Blanket	Home					-						-	
						-						-	
<b>Furnaces</b>													
Window A/C	Each	44				44		440				440	
Replacement - Gas	Each					-						-	
Repair - Electric	Each					-						-	
Replacement - Electric	Each					-						-	
						-						-	
<b>Miscellaneous Measures</b>													
Door Replacement	Each					-						-	
Glass Replacement	Each					-						-	
Duct Wrap	Home					-						-	
Duct Register	Home					-						-	
Storm Windows - Glass Fixed	Each					-						-	
Storm Windows - Glass Operable	Each					-						-	
Vinyl Retro Window	Each					-						-	
Set Back Thermometer	Each					-						-	
Filter Alert Device	Each					-						-	
Foam Tape	Home					-						-	
Gas Water Heater Repair/Replace	Each					-						-	
Elec. Water Heater Repair/Replace	Each					-						-	
Reusable Filter/Replacement Signal	Each					-						-	
Solar Screens	Each					-						-	
Compact Fluorescent Bulbs	Each	-				-		-				-	
LED Lamps	Each	15,642				15,642		151,258				151,258	
Refrigerators	Each	21,525				21,525		301,350				301,350	
LED Night Light	Each	677				677		10,829				10,829	
Microwaves	Each	16,754				16,754		167,544				167,544	
CF Fixtures Interior	Each	-				-		-				-	
LED Fixtures Interior	Each	-				-		-				-	
CF Fixtures Exterior	Each	-				-		-				-	
Surge Protector	Each	8,260				8,260		41,300				41,300	
	Each	-				-		-				-	
Other (please specify)								0				0	
<b>Education</b>													
In-home Education	Home												
Education Workshops													
Other (please specify)													
<b>TOTAL</b>		63,154				63,154		675,241				675,241	