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# SDG&E Customer Assistance CARE & Energy Team



# How can SDG&E help Income Eligible Clients



- CARE program provides 20% rate discount to eligible customers
- Energy Team program provides energy education, weatherization and appliance repair & replacement services
- Medical Baseline can help customers who have weather sensitive or medical conditions requiring additional energy
- Neighbor to Neighbor provides aid to customers who don't qualify for other aid, and have a temporary financial hardship

# Energy Bill Discounts



## CARE

### 20% Rate Discount on Monthly Gas and Electric Bill

- Save **\$200 Per Year**, on Average, Depending on Usage
- Eligibility
  - Total Household **Income** - 200% of Federal Poverty Guidelines
  - Number of People Living in Home
  - Applications in English, Spanish, Vietnamese and Large Font
  - Phone: 800-411-SDGE
  - Web: [www.sdge.com/careonline](http://www.sdge.com/careonline)



# Energy Bill Discounts

## **CARE** **Easy Customer Enrollment**

- CARE Applications Available
- No Income Documentation Required for Enrollment
- Recertification Process Every Two Years

# Energy Team Services Overview



## Objective

- Assist with conservation education and home improvements, to help qualified customers with their energy burden

## Target market

- Income-qualified home owners and renters
- Multi-family and single-family units, including mobile homes

## Types of services

- Energy conservation education
- Minor home repairs
- Weatherization
- Limited appliance repair and replacement

# Participation Criteria



- SDG&E customer
- Income guidelines (June 1, 2009 – May 31, 2010)

<u>Household size</u>	<u>Income limit</u>
1 or 2	\$30,500
3	\$35,800
4	\$43,200
5	\$50,600
6	\$58,000
Each additional	\$ 7,400

- Feasibility of installation
- **Renters must have approval from owner of the dwelling**
- Dwelling may participate once every 10 years

# Participation Process



- In-home qualification visit by an Energy Specialist
  - Income verification (unless PRIZM code)
  - Pre-assessment of dwelling needs
  - Energy education session
  - Installation of CFL's( up to 10 per home)
- Follow up visits
  - Install weatherization measures (feasible)
  - Test for natural gas safety
  - Appliance replacement
  - Inspections
- Entire process may take up to 60 days , however we are currently averaging 30 days

# Sample Measures



- Caulking
- Door weather stripping
- Attic insulation
- Attic ventilation
- Water heater blankets
- Water heater pipe insulation
- Evap cooler and A/C covers
- Duct testing and sealing
- Faucet aerators
- Central A/C diagnostic tune-up

## Considerations:

- owner's approval
- combustion and ventilation air (CVA) requirements
- NGAT testing
- feasibility
- other criteria as per the policy & procedure and installation standards

## Replacements

- CFLs
- Hard-wired fixtures
- Window/wall evap cooler
- Refrigerator
- Furnace repair or replacement
- Central A/C
- Room A/C
- Cover plate gaskets
- Torchieres
- Exterior door replacement
- Shower head replacement
- Water heater (w/tankless unit?)
- Window/glass replacement

**SDGE**

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## How Can I Get Started.



- Pickup a flyer/brochure at CCSE
- [www.sdge.com/energyteam](http://www.sdge.com/energyteam) Submit an online interest lead
- Call 1-866-597-0597 to schedule a qualifying appointment

SDG&E is here to help you to reduce your energy usage and save money on your monthly bill!