

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



May 24, 2007

Advice Letter 2990-E-A

Rose de la Torre
Pacific Gas & Electric
77 Beale Street, Room 1088
Mail Code B10C
San Francisco, CA 94105

Subject: Supplement – PG&E’s Cooling Centers Pilot Program Proposal

Dear Ms. de la Torre:

Advice Letter 2990-E-A is effective May 3, 2007. A copy of the advice letter and resolution are returned herewith for your records.

Sincerely,

Sean H. Gallagher, Director
Energy Division

REGULATORY RELATIONS	
M Brown	Tariffs Section
R Dela Torre	D Poster
B Lam	M Hughes
MAY 3 2007	
Return to _____	Records _____
	File _____
cc to _____	

Brian K. Cherry
Vice President
Regulatory Relations

77 Beale Street, Room 1087
San Francisco, CA 94105

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Pacific Gas and Electric Company
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February 15, 2007

Advice 2990-E

(Pacific Gas and Electric Company ID U 39 E)

Public Utilities Commission of the State of California

Subject: PG&E's Cooling Centers Pilot Program Proposal

Pacific Gas and Electric Company (PG&E) hereby submits for filing a proposal for its Cooling Centers Pilot Program (Program), pursuant to Ordering Paragraph 13 in California Public Utilities Commission (Commission) Decision (D.) 06-12-038.

Background

PG&E's 2007 – 2008 Low Income Energy Efficiency (LIEE) and California Alternate Rates for Energy (CARE) programs and budgets were approved in D.06-12-038 (Decision) on December 14, 2006. Ordering Paragraph 13 of the Decision ordered PG&E to submit a plan and proposed budget via advice letter by February 15, 2007, for working with local governments to establish cooling centers.¹

Cooling centers are facilities that are open to the public and designed to provide vulnerable populations a cool and safe place in which to take refuge during extreme heat events. Generally speaking, extreme heat events are extended periods of time during which temperatures remain higher than usual for several consecutive days and nights, thus preventing homes that lack air conditioning from cooling off, and significantly increasing electricity consumption by those who do have air conditioning. Many cooling centers are spaces volunteered by community centers, senior centers and federal buildings. These centers are usually open daily for regular business and for extended hours during a heat storm or when a State of Emergency is declared by the Governor.² Cooling centers are typically

¹ Ordering Paragraph 13 states, "PG&E shall no later than February 15, 2007, submit an advice letter to the Energy Division with a plan and proposed budget for working with local governments to establish cool centers and shall open some cool centers by summer 2007."

² Press release: "Gov. Schwarzenegger Declares State of Emergency for San Bernardino County" 7/13/06: <http://gov.ca.gov/index.php?/press-release/1687/>

located in geographical areas where sustained periods of high temperatures are prevalent and facilities catering to vulnerable populations are available.

PG&E proposes in its Cooling Center Pilot Program to educate targeted customers on heat preparedness, publicize the location and accessibility of all cooling center locations within PG&E's service territory, and provide material, financial and logistical support to selected local government-operated cooling centers for the purpose of increasing participation among low- and fixed-income customers. Cooling centers can benefit these customers by reducing their risk of experiencing heat-induced ailments, and by reducing the financial burden associated with purchasing an air conditioner and/or higher electricity bills during sustained cooling periods.

Market Research for Cooling Centers in PG&E's Service Territory

PG&E interviewed local government staff involved with the operation of cooling centers in the cities of Fresno and San Jose, as well as in the counties of Kern, San Joaquin, and Stanislaus.³ Interviews were conducted with staff in the local offices of the Parks and Recreation Department and Red Cross, organizations that currently run local cooling center programs in the counties and municipalities mentioned above. PG&E also discussed cooling center programs with Southern California Edison Company (SCE) and San Diego Gas and Electric Company (SDG&E).⁴ Each utility's program differed in scale and operations.

Within PG&E's service territory, several local governments established cooling centers that remained open for extended hours for seven consecutive days during the July 2006 heat storm. Though PG&E's service territory includes some areas that experience high temperatures, it is less common that they experience extremely high temperatures relative to the southern California utility service territories for extended periods. Consequently, the facilities used as cooling centers operate as such only during extreme heat events that are predicted to last more than two days.⁵ Facilities such as community and senior centers used as cooling centers generally remain open during regular hours over the summer regardless of temperature.

PG&E's research indicates that the most significant barriers preventing greater attendance by low- and fixed-income customers in cooling center programs in PG&E's service territory were lack of transportation options and awareness of the existence of cooling centers.⁶ For example, Kern County's program included no

³ These interviews do not represent PG&E's entire service territory and do not indicate an absence of cooling center programs in counties not interviewed. See Appendix G.

⁴ See Appendix F see above comment.

⁵ See Appendix B. Table on temperatures for the month of July in 2006 for cities in the PG&E service territory compared to cities in Southern California Edison's service territory.

⁶ See Appendix H. Southern California asks its cool center contractors what is important for cool centers.

transportation options for customers, which could be a cause of the low attendance.⁷ The city of Fresno offered free taxi rides, attracting 600 people to the cooling centers. While not recorded, the city of San Jose speculated that limited cooling center attendance may have been due to insufficient outreach efforts and to a lack of transportation options.

PG&E's research indicates that during the July 2006 heat storm there was a very low demand for overnight facilities, leading to few cooling centers remaining open later than 10:00 p.m. Livermore did offer an overnight service for customers lacking electricity during the July 2006 heat storm, but customers preferred to return home or stay at a relative's home for the night. Similarly, SCE's cooling center program did not provide overnight centers because customers preferred going home around 5:00 p.m. regardless of the temperature.⁸

PG&E's Cooling Center Pilot Proposal

Program Goals

PG&E proposes to work with local governments to support existing cooling center programs to:

- Provide customers with a cool, comfortable, safe place to seek relief in the event of a heat storm;
- Increase target customer participation by marketing cooling center programs and educating customers about heat storms;
- Improve customer benefit by supporting cooling centers through partnerships and financial support; and
- Make cooling centers an affordable and low effort option for targeted customers.

Program Concept

In compliance with Ordering Paragraph 13 in D.06-12-038, PG&E proposes to provide support to existing local government-operated cooling center programs in its service territory to increase participation by low- and fixed-income customers. PG&E believes that local governments have a greatest familiarity with the relief needs of their respective populations, an understanding of the optimal locations for cooling centers, existing relationships with local facilities to be used as cooling centers and what is needed to improve participation.

PG&E proposes to create partnerships with local governments to reinforce and augment cooling center participation by:

⁷ <http://www.bakersfield.com/102/story/64332.html>

⁸ See Appendix H. Southern California Edison research based on past experiences with their Cooling Center coordinators and contractors at a Stakeholder's Meeting for Cool Center Program Planning

- Providing financial support to cooling center programs that meet minimum criteria during heat-related emergencies;⁹
- Offering outreach and communication channels to increase customer awareness of heat-related risks, and the location and accessibility of local cooling centers; and
- Creating a PG&E Cooling Center Network to promote communication among local governments about cooling center programs.

PG&E will leverage these partnerships with participating cooling centers to provide information on low income utility assistance, energy efficiency, water conservation and renewable energy programs.

2007 Cooling Center Pilot Program

PG&E plans to operate the Cooling Center program as a pilot for 2007. The program will pursue a two-tiered approach in which PG&E focuses on developing partnerships with participating cooling centers programs operated by local governments. These partnerships will include a capped amount of funding for the cooling center programs and a heat awareness education campaign through radio messages for local governments in Tier 1.

Tier 1:

PG&E will target local governments in the following counties:¹⁰

- Fresno County
- Kern County
- Stanislaus County
- San Joaquin County
- Contra Costa County

PG&E will begin its Cooling Center program with these counties due to their high proportion of CARE-eligible customers and seniors as well as high average temperatures relative to the other counties in PG&E's service territory.¹¹ Based on PG&E's goal to focus primarily on the largest and highest density vulnerable populations, the following criteria were chosen:¹²

⁹ Minimum operating requirements developed in response to PG&E market research results

¹⁰ PG&E places a higher priority on Tier 1 counties based on criteria. See Appendix D, E for summary of local governments and population meeting the defined criteria.

¹¹ The counties listed do not reflect an absence of cooling center programs in other counties.

¹² A study conducted by the Division of Environmental Hazards and Health Effects, National Center for Environmental Health and US Center for Disease Control and Prevention lists major factors of heat-related morbidity: urban living, age and socioeconomic factors. "The Potential Impacts of Climate Variability and Change on Temperature-Related Morbidity and Mortality in the United States" Environmental Health Perspectives: May 2001.

- **Population:** High CARE and/or medical baseline eligible populations that are PG&E electric customers (greater than 1,000 CARE eligible electric customers per zip code).¹³
- **Climate:** Located climate zones 11 – 16.¹⁴
- **Current Structure:** Counties have existing cooling center programs or are planning cooling center programs for 2007.

Tier 2:

PG&E will also target the counties listed below and initiate discussions on developing partnerships with their cooling center programs. Based on the existence of a cooling center plan, PG&E will support cooling center programs and provide a capped amount of funding for the programs. The following counties have been identified as regions to target:

- Butte County
- Merced County
- Yolo County
- Solano County
- Shasta County
- Placer County
- Madera County
- Sutter County
- Tehama County
- Yuba County

Establishing the program in 2007 as a pilot and on a limited basis will allow PG&E to identify best practices associated with implementing the program. Based on input from the Cooling Center Network and associated workshops PG&E will file a proposal for a cooling center plan covering its entire service territory for summer 2008.

Marketing and Outreach

Outreach and communication will be offered to all counties in PG&E's service territory regardless of their level of participation in PG&E's Cooling Centers Pilot Program.

Based on discussions with cooling center coordinators and other sources, despite the availability of cooling centers in counties, many customers did not go to centers because they were either unaware the cooling centers existed or because customers were unfamiliar with the serious risks of extended heat exposure and how to address these risks. This suggests that additional education and outreach is needed to inform customers about the dangers of extreme heat, methods for

¹³ PG&E is willing to work with municipal utilities and irrigation districts within its service territory to support cooling center programs.

¹⁴ Climate Zones refer to California Energy Commission Building Climate Zones

staying cool, the value of cooling centers, and the location and accessibility of local cooling center locations during an extreme heat event.¹⁵

Cooling Center Website

PG&E will create a dedicated PG&E Cooling Center Website as a communication channel to all cooling centers in PG&E's service territory. On the website, customers will be able to access an interactive map to locate cooling centers in their area. The website will provide contact information, hours of operation, and disability access information as available of each cooling center registered on the website. The website will also provide a link to local governments' emergency websites related to cooling centers, transportation services and general heat-related health and safety information. The Cooling Center Website will also provide links to PG&E assistance programs that may benefit targeted customers (e.g., Low Income Energy Efficiency, California Alternate Rates for Energy and Family Electric Rate Assistance).

The website will be accessible in the five languages most commonly spoken in PG&E's service territory – English, Spanish, Mandarin, Cantonese and Vietnamese. The Cooling Center Website will be accessible consistent with Americans with Disabilities Act (ADA) standards.

Cooling Center Phone Line

PG&E will develop a separate phone information system for customers to access cooling center information. Customers will be able to access contact information, operating hours, location, and the accessibility of cooling centers in their area. The automated phone line will also provide local governments' 211 numbers.¹⁶

Hearing impaired customers will have access to cooling center information through PG&E's existing telephone venue in the Telecommunications Device for the Deaf (TDD) Teletypewriter (TTY) platform.

For customers who would prefer to speak to a PG&E customer representative, the PG&E Contact Center will be trained on heat preparedness education and on the PG&E Cooling Center Pilot Program.

Cooling Center Bill Insert

PG&E will distribute a bill insert during the May billing cycle that will provide information on the PG&E Cooling Center Pilot Program and heat-preparedness.

¹⁵ Additional research from a study conducted by the Division of Environmental Hazards and Health Effects, National Center for Environmental Health and US Center for Disease Control and Prevention describes one of the risk factors for heat-related illnesses as a lack of access to media leading to reduced awareness of potential dangers of heat. "The Potential Impacts of Climate Variability and Change on Temperature-Related Morbidity and Mortality in the United States" Environmental Health Perspectives: May 2001.

¹⁶ 211 numbers give customers access to health and human services information in their local area. PG&E has partnered with counties to provide grants to develop 211 services for customers.

Any PG&E customer who receives paper bills will receive the insert which will also be available online to those customers who subscribe to e-billing. Bill inserts have been effective in alerting PG&E's low income customers about PG&E direct assistance programs and are currently utilized to inform customers about PG&E's Cooling Stations program.¹⁷

Heat Awareness Education Campaign

Based on research indicating that more education and outreach is necessary to inform customers about the risks associated with heat exposure, PG&E will coordinate with local governments to produce radio messages that will encourage customers to take shelter during periods of extreme heat and to find a cooling center through the PG&E Cooling Center Website and automated phone line. These radio messages will be aired primarily in Tier 1 counties where cooling center programs exist, and there are high populations of CARE eligible customers.

Other Marketing

PG&E will distribute Cooling Center brochures at PG&E events where other assistance programs are being marketed. Cooling Center brochures will provide tips for preparing for hot weather, identify symptoms of heat-related illnesses, and explain how to locate cooling centers. The brochure will be designed to be ADA compliant and will be offered in English, Spanish, Vietnamese, Mandarin and Cantonese.¹⁸

In addition, PG&E's Cooling Centers Pilot Program will be added to the services brochure providing information on all of PG&E's assistance programs. PG&E will distribute cooling center information through local government departments, community-based organizations (CBO), and non-profit organizations in targeted regions.

Cooling Center Sticker

Cooling Center stickers will be distributed to all interested local governments to help customers identify cooling centers in their area.

Cooling Center Network

PG&E will create a Cooling Center Network to foster communication among all interested local governments in its service territory regarding cooling center

¹⁷ PG&E Cooling Stations Program" PG&E currently works with cooling stations as mandated by the Commission in D.02-04-060. These are typically located in facilities exempted from rotating outages such as hospitals, and offer services only to customers who have been qualified as temperature-sensitive. These centers can only be used while a rotating outage is in effect in a participating customer's neighborhood. Given these restrictions and the fact that facilities are made available on a very temporary basis, cooling stations are not viable as a way to manage energy costs for low income customers, or serve as a longer term facility for non-critical health issues.

¹⁸ PG&E will provide bi-lingual brochures to local governments to distribute; brochures will also be handed out at PG&E CARE events.

programs. The network will allow local governments to discuss their cooling center programs, and exchange ideas and experiences. PG&E will host an annual workshop for the Cooling Center Network in late spring 2007 in advance of the hot summer weather. After the cooling season, an analysis of performance during any extreme heat events in the summer of 2007 will be conducted during a final exchange among the Cooling Center Network.

In the pilot year, PG&E will contact the targeted local government Cooling Center and Office of Emergency Services coordinators to initiate the workshop. Subsequent to summer of 2007, PG&E will solicit the participation of the California Office of Emergency Services, Department of Aging Services, Parks and Recreation Department and other interested parties of all local governments in PG&E's service territory to participate Cooling Center discussions.

Direct Funding for Cooling Centers (Cooling Center Account)

Cooling Center Account

Once PG&E identifies and establishes partnerships with local governments, PG&E will make available direct financial support to participating cooling centers to be used during extreme heat events through the Cooling Center Account. The purpose of the Cooling Center Account is to encourage participating cooling centers to provide services that encourage customers to visit and remain during extreme heat events.

The Cooling Center Account will allow local governments to invoice expenses related to pre-authorized items, subject to a predetermined cap. These funds will be distributed to local governments for allocation to local cooling centers as they deem necessary. To meet the various needs of the participating cooling centers, PG&E will provide a list of items for which the account funds may be used. Initially, the list will include:

	Description of items for Financial Account
Refreshments	<p>Including the following:</p> <ul style="list-style-type: none"> • Bottled water, cookies, crackers, pretzels, or other light snacks <p>Excluding:</p> <ul style="list-style-type: none"> • Caffeinated products, alcohol, and food purchases that could be construed as an effort to provide full meals for participants
Transportation to and from cooling center locations	<p>Including the following:</p> <ul style="list-style-type: none"> • Bus rides, Dial-a-Ride, taxi services, vehicle rentals, and fuel costs to provide transportation for low-income customers

PG&E expects to develop this list further based on its 2007 program year experiences and through input provided during the Cooling Center Network workshops.

Minimum Criteria to Receive Direct Financial Support for Cooling Centers

The following are minimum criteria for participating local governments:

- *Free entrance for all customers*
- *No discrimination among attendees*
- *Be accessible via public transportation or shuttle service*
- *Provide a safe and comfortable atmosphere and seating areas*
- *Provide complimentary water to cooling center customers*
- *Communicate through Cooling Center automated phone line and PG&E or county website:*
 - *An address, phone number and operating hours must be available*
 - *Disability access is required to be listed*
- *Display PG&E Cooling Center Sticker in visible location if receiving financial support*
- *Work with PG&E to develop trigger criteria to open cooling centers*
- *Distribute brochures advertising other PG&E services like CARE, FERA and energy efficiency*
- *Have customer satisfaction surveys available onsite*
- *Provide a sign-in sheet for cooling center attendees*

Auditing

In order to qualify for funding, local governments will be required to fill out an application describing their existing cooling center program. This process will allow PG&E to monitor the cooling center programs around its service territory.

Triggers will be determined in advance by the local government and PG&E to authorize use of the Cooling Center Account. Because the Cooling Center Account is meant to be used in the event of an extreme heat event, all cooling center programs receiving any amount of financial support from PG&E will be required to provide a monthly report consisting of the following information:

- Number of attendees/center
- Costs and invoices for reimbursement items
- Number of centers
- Refreshments and services offered
- Days and times of operations
- Temperature on days of operation or trigger that opened center

Program Administration

Administration of PG&E's Cooling Center Pilot Program will involve the following activities:

- Update cooling center information on the Cooling Center Website and automated phone line;
- Recruit local governments and establish partnerships;
- Distribute brochures at PG&E events and to local government and non-profit facilities;
- Monitor Cooling Center Accounts and process invoices;
- Monitor quality and performance of the Cooling Center Program;
- Manage customer survey information; and
- Compile data for Commission reporting.

Quality Assurance and Complaints

PG&E will provide online and mail-in surveys for customers who attend participating cooling centers to fill out and send to PG&E. The surveys will include an optional section on the participating customers' profiles so that PG&E may gauge the effectiveness of its marketing and outreach. A PG&E coordinator will also perform random inspections of cooling center facilities to ensure compliance with PG&E's cooling center guidelines and Americans with Disabilities Act compliance.

Program Budget

Based on the proposed program, PG&E estimates a budget of \$287,500 for the 2007 pilot year. The following table provides descriptions for the intended expenditures of the program.¹⁹

Item	2007	Description
Administration (1/2 FTE) Program Development	\$75,000	Includes program development costs, and first year administrator responsibilities: build partnerships with local governments, manage applications and contracts, operate expense accounts, update website and automated phone line, communicate with local governments and media, track program performance, administer quality assurance, compile data for CPUC reporting
Quality Assurance	\$5,000	Produce and distribute customer satisfaction surveys materials to cooling center locations.
Cooling Center Support		
Outreach and Awareness <ul style="list-style-type: none"> • Heat education campaign 	\$60,000	Includes: <ul style="list-style-type: none"> • design, production, and communication of radio messages in several counties

¹⁹ See Appendix I for chart

<ul style="list-style-type: none"> • Cooling Center Website • Auto. Phone Line • Cooling Center Sticker • Brochures • Annual bill insert 	<p>\$2,000</p> <p>\$14,000</p> <p>\$2,500</p> <p>\$17,000</p> <p>\$17,000</p>	<ul style="list-style-type: none"> • design and development and maintenance of information for automated phone line and website • design, production and distribution of Cooling Center brochures and stickers • design, production and distribution of bill inserts to 5.3 million customers
Cooling Center Workshop	\$3,000	Includes cost of workshop coordination with local governments, venue rental and set up, and potential transportation costs
Direct funding to Cooling Centers - Tier 1 ²⁰	\$59,000	Includes capped amount of financial support for local government cooling center programs
Direct funding to Cooling Centers - Tier 2	\$33,000	Includes capped amount of financial support for local government cooling center programs
Total	\$287,500	

Should events dictate that additional funds are necessary to meet program demand, PG&E will file an advice letter seeking approval for additional funding.

Cost Recovery

PG&E will fund the 2007 Cooling Center Pilot Program using unspent, uncommitted 2006 Low Income Energy Efficiency (LIEE) carryover funds. Consistent with the current treatment of LIEE expenses, all expenses associated with PG&E's 2007 Cooling Center Pilot will be recorded in the *Public Purpose Programs Low Income Balancing Account (PPPLIBA)*.

CPUC Reporting

PG&E will provide the Commission with an annual report providing information on the results of the program:

<ul style="list-style-type: none"> • Number of participating local governments • Number of cooling center days • Number of cooling centers opened • Triggers that opened centers • Hours opened • Number of centers with disability access • Number of attendees at cooling centers • Program expenses • Results of customer surveys • Number of CARE applications sent to PG&E through the cooling centers

²⁰ This is consistent with Southern California Edison's cooling center program costs for 2001 - 2004.

Results of customer surveys will include but are not limited to the following information:

- Number of seniors
- Number of people with disabilities
- Number of customers on CARE or FERA
- Number of customers who don't have any cooling systems in their homes
- Percent of customers that did turn off electric appliances before coming to the cooling center
- How did they find out about the center?
- Satisfaction level of customers

Expedited Protests

Due to the time required to initiate PG&E's Cooling Center Pilot Program, PG&E requests an expedited protest period and review period pursuant to General Order 96-A, Section IV-B Effective Date and Section XV-Exceptions. Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or electronically, any of which must be received no later than **February 23, 2007** with replies to protests due **February 27, 2007**. Protests should be mailed to:

CPUC Energy Division
Tariff Files, Room 4005
DMS Branch
505 Van Ness Avenue
San Francisco, California 94102

Facsimile: (415) 703-2200
E-mail: anj@cpuc.ca.gov and mas@cpuc.ca.gov

Copies of protests also should be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

The protest also should be sent via U.S. mail (and by facsimile and electronically, if possible) to PG&E at the address shown below on the same date it is mailed or delivered to the Commission:

Brian K. Cherry
Vice President, Regulatory Relations
Pacific Gas and Electric Company
77 Beale Street, Mail Code B10C
P.O. Box 770000
San Francisco, California 94177

Facsimile: (415) 973-7226
E-mail: PGETariffs@pge.com

Effective Date

PG&E requests that this advice filing become effective upon approval.

Notice

In accordance with General Order 96-A, Section III, Paragraph G, a copy of this advice letter is being sent electronically and via U.S. mail to parties shown on the attached list and the parties on the service list for A.06-06-032 et al. Address changes to the General Order 96-A service list should be directed to Rose de la Torre at (415) 973-4716. Advice letter filings can also be accessed electronically at: <http://www.pge.com/tariffs>

Handwritten signature of Brian K. Cheng in black ink.

Vice President, Regulatory Relations

Attachments

cc: Service List A.06-06-032 et al.

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **Pacific Gas and Electric Company (ID U39)**

Utility type:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Bernard Lam

Phone #: (415) 973-4878

E-mail: bxlc@pge.com

EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: **2990-E**

Subject of AL: PG&E's Cooling Centers Pilot Program Proposal

Keywords (choose from CPUC listing): LIEE/Low-Income Energy Efficiency, Air Conditioning

AL filing type: Monthly Quarterly Annual One-Time Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

D.06-12-038

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL: No

Summarize differences between the AL and the prior withdrawn or rejected AL¹: _____

Resolution Required? Yes No

Requested effective date: Effective upon approval

No. of tariff sheets: 0

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: N/A

Service affected and changes proposed¹: Cooling Center Program

Pending advice letters that revise the same tariff sheets: N/A

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Tariff Files, Room 4005

DMS Branch

505 Van Ness Ave.,

San Francisco, CA 94102

jnj@cpuc.ca.gov and mas@cpuc.ca.gov

Pacific Gas and Electric Company

Attn: Brian K. Cherry

Vice President, Regulatory Relations

77 Beale Street, Mail Code B10C

P.O. Box 770000

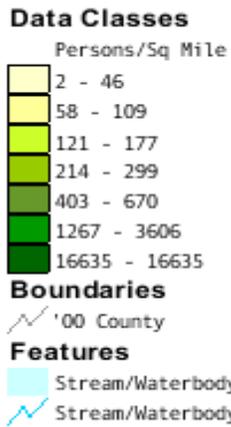
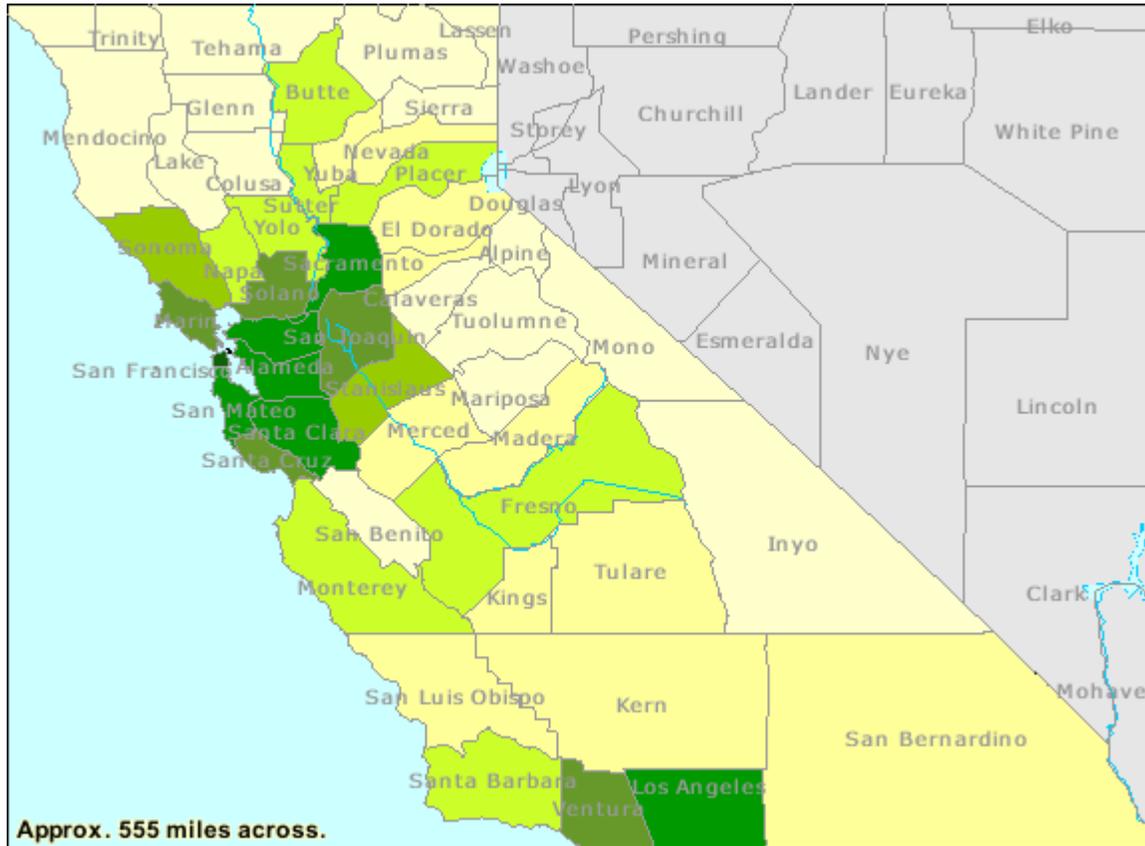
San Francisco, CA 94177

E-mail: PGETariffs@pge.com

¹ Discuss in AL if more space is needed.

Appendix A

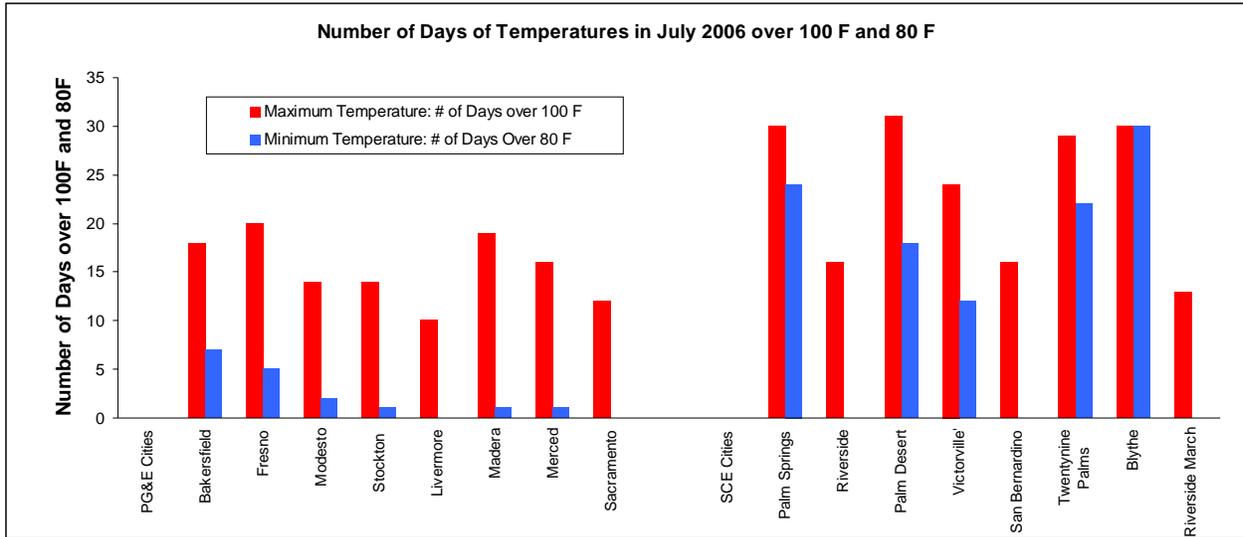
California Density Map - Persons per Square Mile: 2000
 Data Set: Census 2000
 California by County
 Source: US Census Bureau



Appendix B

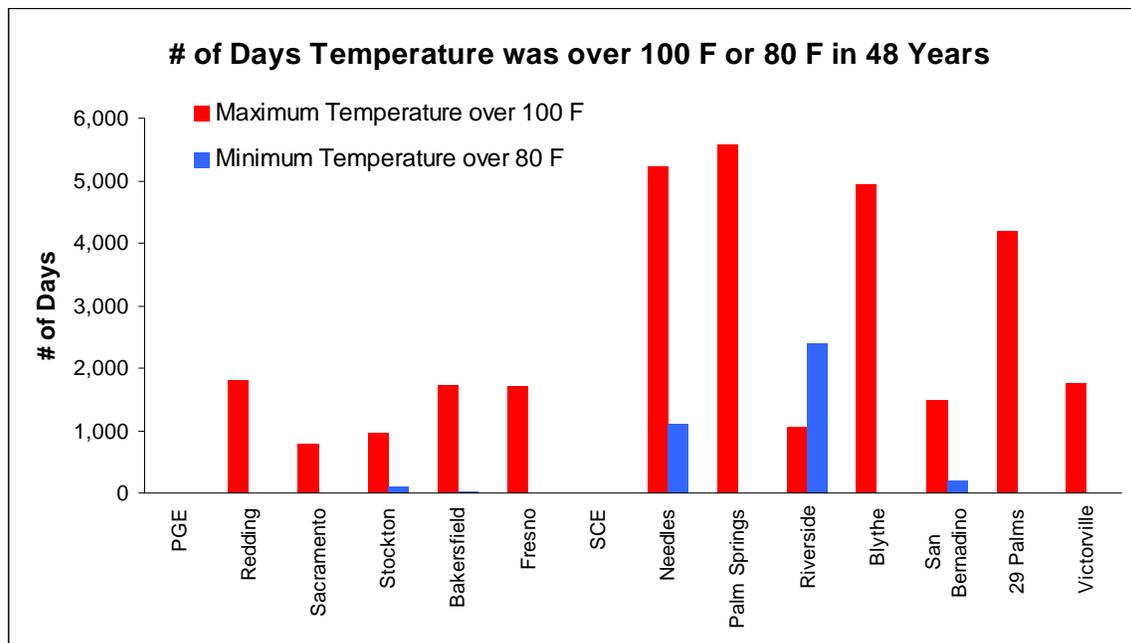
Comparison between PG&E and SCE Service Territories Maximum and Minimum Temperatures in July 2006

Source: Weather Underground Website



Comparison between PG&E and SCE Service Territories Maximum and Minimum Temperatures over 48 years

Source: National Climatic Data Center compiled by PG&E meteorologist



Appendix C

Population per County over 65 years old
Census 2000

Source: US Census Bureau

County	Population Over 65 years old	Total Population	Percent Over 65
Santa Clara	160,527	1,682,585	9.5%
Alameda	147,591	1,443,741	10.2%
San Bernardino	146,459	1,709,434	8.6%
Sacramento	135,875	1,223,499	11.1%
Contra Costa	107,272	948,816	11.3%
San Francisco	106,111	776,733	13.7%
San Mateo	88,085	707,161	12.5%
Fresno	79,209	799,407	9.9%
Kern	62,054	661,645	9.4%
San Joaquin	59,799	563,598	10.6%
Sonoma	57,977	458,614	12.6%
Santa Barbara	50,765	399,347	12.7%
Stanislaus	46,697	446,997	10.4%
Monterey	40,299	401,762	10.0%
Solano	37,426	394,542	9.5%
Tulare	35,917	368,021	9.8%
San Luis Obispo	35,685	246,681	14.5%
Marin	33,432	247,289	13.5%
Placer	32,560	248,399	13.1%
Butte	32,056	203,171	15.8%
Santa Cruz	25,487	255,602	10.0%
Shasta	24,861	163,256	15.2%
Merced	20,004	210,554	9.5%
El Dorado	19,334	156,299	12.4%
Napa	19,086	124,279	15.4%
Nevada	16,049	92,033	17.4%
Yolo	15,782	168,660	9.4%
Humboldt	15,776	126,518	12.5%
Madera	13,596	123,109	11.0%
Mendocino	11,709	86,265	13.6%
Lake	11,359	58,309	19.5%
Tuolumne	10,067	54,501	18.5%
Sutter	9,755	78,930	12.4%
Kings	9,557	129,461	7.4%
Tehama	8,923	56,039	15.9%
Calaveras	7,373	40,554	18.2%
Yuba	6,410	60,219	10.6%
Amador	6,329	35,100	18.0%

San Benito	4,315	53,234	8.1%
Plumas	3,725	20,824	17.9%
Glenn	3,431	26,453	13.0%
Mariposa	2,940	17,130	17.2%
Trinity	2,241	13,022	17.2%
Colusa	2,135	18,804	11.4%
Sierra	629	3,555	17.7%
Alpine	120	1,208	9.9%

Appendix D

Target County CARE Eligible Population compared to Total Target CARE Eligible Population (Electric Customers Only)

Source: PG&E CARE and LIEE database cross listed with California Energy Commission Climate Zone data by zip code

Counties	Target Population: CARE Eligible Electric population	% of Total Target Population
FRESNO	124,154	17.7%
KERN	87,408	12.4%
SAN JOAQUIN	79,215	11.3%
STANISLAUS	52,766	7.5%
CONTRA COSTA	43,391	6.2%
BUTTE	40,354	5.7%
SACRAMENTO	39,105	5.6%
MERCED	32,708	4.7%
YOLO	26,463	3.8%
SOLANO	24,506	3.5%
SHASTA	21,344	3.0%
PLACER	18,773	2.7%
MADERA	18,502	2.6%
SUTTER	12,222	1.7%
TEHAMA	10,152	1.4%
YUBA	10,107	1.4%
NEVADA	10,082	1.4%
EL DORADO	7,833	1.1%
KINGS	7,683	1.1%
TUOLUMNE	7,452	1.1%
ALAMEDA	6,825	1.0%
TULARE	5,310	0.8%
GLENN	4,565	0.6%
AMADOR	3,460	0.5%
CALAVERAS	3,079	0.4%
MARIPOSA	2,297	0.3%
COLUSA	1,415	0.2%
PLUMAS	1,186	0.2%
Total	702,357	100%

By cross-listing the areas that meet the climate and electric population criteria, PG&E identified a potential target population of 702,357 customers in 189 zip codes and 28 local governments.¹*

¹ Used PG&E CARE customer data base to identify target population by the number of CARE eligible customers in a zip code of a county. Zip codes were only included if there were at least 1,000 CARE eligible customers in a particular zip code and the if the zip code was in climate zone 11 - 16.

Appendix E

Target County CARE Eligible Population compared to Total County CARE Eligible Population (Electric Customers Only)

Counties	Target Population: CARE Eligible Electric population ²	Total CARE Eligible Electric Population	Target / Total CARE Eligible Electric Population
Fresno	124,154	133,760	93%
Kern	87,408	90,788	96%
San Joaquin	79,215	84,893	93%
Stanislaus	52,766	77,262	68%
Contra Costa	43,391	58,096	75%
Butte	40,354	42,843	94%
Sacramento	39,105	42,399	92%
Merced	32,708	35,443	92%
Yolo	26,463	28,766	92%
Solano	24,506	38,619	63%
Shasta	21,344	26,081	82%
Placer	18,773	23,750	79%
Madera	18,502	20,609	90%
Sutter	12,222	13,254	92%
Tehama	10,152	12,547	81%
Yuba	10,107	12,508	81%
Nevada	10,082	11,519	88%
El Dorado	7,833	13,060	60%
Kings	7,683	8,863	87%
Tuolumne	7,452	11,162	67%
Alameda	6,825	134,945	5%
Tulare	5,310	7,649	69%
Glenn	4,565	5,526	83%
Amador	3,460	5,375	64%
Calaveras	3,079	8,721	35%
Mariposa	2,297	3,772	61%
Colusa	1,415	3,496	40%
Plumas	1,186	2,931	40%
Total	702,357	958,637	73%

² Used PG&E CARE customer data base to identify target population by the number of CARE eligible customers in a zip code of a county. Zip codes were only included if there were at least 1,000 CARE eligible customers in a particular zip code and the if the zip code was in climate zone 11 - 16. These criteria were based on picking low income, high density hot areas.

Appendix F

Cooling Center Contacts

Region	Name	Organization
Fresno City	Rhonda Jorns	Governor's Office
	Mary Jane Fitzpatrick	Dept of Parks and Recreation
Fresno County	Tim Casagrande	OES
	Ken Austin	
Stanislaus County	Jim Money	Red Cross
	Gary Hinshaw	OES
Contra Costa County	Chris Boyer	OES
Stockton City	Lee Vasilak	Red Cross
San Jose City	Dave Peyton	Dept of Parks and Recreation
Kern County	Bob Larude	Dept of Parks and Recreation
Butte County	John Gulserian	
Southern California Edison Service Territory	Sheila Lee	Southern California Edison
San Diego Gas and Electric Territory	Mary Davis	San Diego Gas and Electric
	Chuck Waller	
San Diego County	Anna Hennessy	Aging and Independent Services

Appendix G

Cooling Center Market Research in PG&E Service Territory Based on Interviews with Local Government Staff³

	Fresno	San Jose	Stanislaus County	City of Stockton	Kern County
No. of Centers	16	10 at any one time	7	6	16
Facilities Used	Pools, community centers, buses	Senior and community centers	Community centers, libraries	Community centers, firehouses	Community centers
Shuttle Service Available?	Yes	No – Informed about public transportation	Yes	No	No
2006 Expenses	Not recorded	<\$1,000	\$13,000	Not recorded	\$40,000
Number of Participants	1,900	300	600 (average per center)	???	2 (average per center)
Services Provided	Food, water, transportation	snacks, water	Food, water, transportation	Food, water	Food, water
Marketing Performed	Press releases, radio, phone line	Flyers, Monthly newsletters Website	Phone line, television alerts	Press Releases	Phone line
Trigger to Open Centers in 2006	Temperature trigger for centers and pools	Above 95 degrees NWS-Predicted heat wave	Overnight temperature trigger Heat Index	3 days of hot weather, Requested by PH Dept	Forecasted temperature triggers
Time in Operation	Late July	Late July	Late July	Late July	Late July
Duration	One week Extended hours	One week Extended hours	One week Extended hours	One week Extended hours	One week Extended hours

³ This is a sample size and does not reflect cooling center operations of the entire service territory.

Appendix H

Southern California Edison Stakeholder Meeting Notes of 2006 Cool Center Program Planning

Source: <http://www.sce.com/NR/sc3/tm2/pdf/2011-E.pdf>

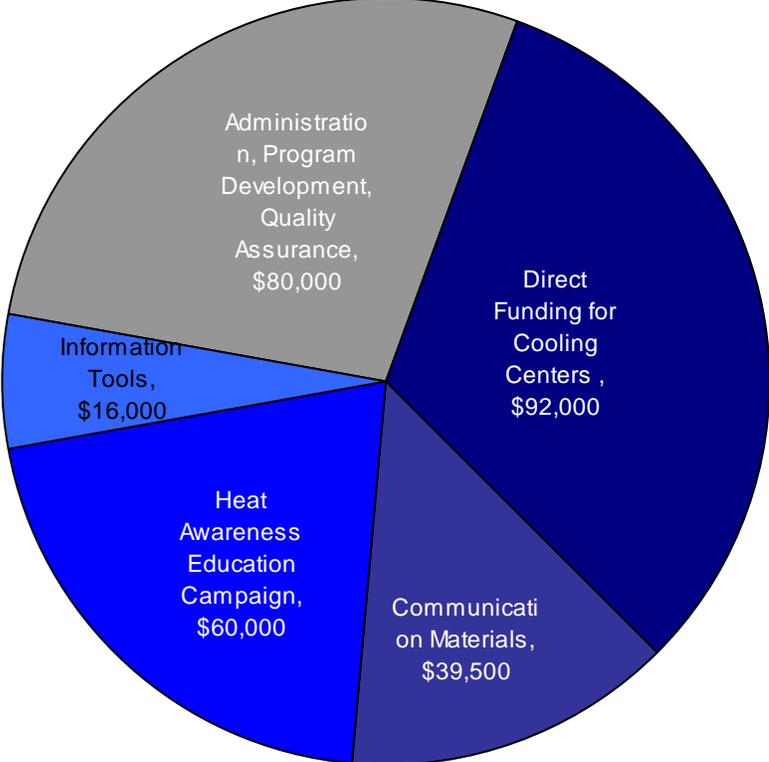
Sheila Lee	Alida, can you provide some background on CAP, Riverside's Cool Center Program for 2005?
Alida Plascencia	CAP, Riverside had 22 sites in 2005. The centers were open from July 1, 2005, through October 31, 2005, Monday through Friday, and operated from 10 a.m. to 6:00 p.m. The 22 sites served 8,000 participants during 2005. Outreach was done via newspaper, fliers, radio, television, and through partners. The centers were operated on a volunteer basis.
Sheila Lee / Hazlyn Fortune	What was the total budget for these sites?
Alida Plascencia	I do not have the exact number; however, it was closer to \$20,000.
Sheila Lee	Was Administrative costs covered in this budget?
Alida Plascencia/Janet Hough	No, Administrative costs were covered through block grant funds.
Hazlyn Fortune	What was the daily attendance at the centers?
Alida Plascencia	I do not have the information totaled for all centers; however, we had over 200 participants in one day at one of the desert site locations.
Hazlyn Fortune	Did you have sign-in sheets?
Alida Plascencia	Yes, we did have sign-in sheets. We tracked the name, age of participant, and location.
Hazlyn Fortune	How long did people stay at the sites?
Alida Plascencia	That information was not tracked.
Jenai Morehead	In my experience, participants generally stay at a site from 10 a.m. to 3 p.m. Seniors want to go home at 4:00 p.m. regardless of whether it's hot or not. Participants start thinning out between the hours of 3 p.m. and 5 p.m.
Hazlyn Fortune	How long have you been operating Cool Center sites?
Alida Plascencia	5 years.
Hazlyn Fortune	What changes have you made within the last five years?
Alida Plascencia	A few changes. We've increased the number of volunteers to approximately two per site. We started with five sites and have increased to 22 sites.
Mariana Campbell	What are the ages of the volunteers?
Alida Plascencia	I do not have that information with me. However, I know that we had one volunteer who was very young. She was about 18 or 19 years old.
Sheila Lee	Did you require the sites to provide liability insurance?
Alida Plascencia/Janet Hough	No, we expected that they had the insurance. However, we did not require the agencies to have or provide insurance.
Hazlyn Fortune	What centers were operated by the other contractors?
Sheila Lee	Wake Up, Inc. had 6 centers. Operation Grace had 3 centers. TODEC had 3 centers, and the Fair Housing Council of Riverside County had 2 centers. These centers were operated in 2004.
Glendon Morales	Wake Up Inc. operated six centers throughout the high desert and low desert communities. There were 2 paid staff per site, and transportation was provided. The centers were open from 10 a.m. to 5 p.m., Monday through Friday. There was one center that was open Tuesday through Saturday.
Jenai Morehead	Operation Grace operated three centers. Two were senior centers and one targeted the youth population. The seniors required more crafts and activities; and, the youth snacks. The centers serviced approximately 25-60 participants per day at each center. The centers were open from July to October 15, 2006.
Luz Gallegos	TODEC operated two centers. One in Perris, one in Blythe, and one in Cathedral City. TODEC also held conservation workshops from which 400 participants graduated after completing 60 hours of conservation training.
Sheila Lee	During what time period do you think the Cool Center sites should operate?

Glendon Morales	Would prefer Mid-May/June to October.
Luz Gallegos	Mid-May/June to October.
Jenai Morehead	Mid-May to Mid/Late September.
Alida Plascencia	May through October.
Hazlyn Fortune	What populations were targeted?
Glendon Morales	Low income, Hispanic community, and middle income families. We targeted middle income families because they do not have money as well and are sometimes forgotten.
Luz Gallegos	Disabled, elderly, monolingual, and low-income
Jenai Morehead	I agree with everyone else. In addition, we targeted youth.
Alida Plascencia	Seniors and small children.
Hazlyn Fortune	Did the other centers operate with volunteers?
Glendon Morales	No. It's hard to get volunteers to provide consistent support for the centers. We had two paid staff per site.
Luz Gallegos	It is very difficult to get volunteers; and, because of the population we serve, we need paid staff. There is a trust issue in dealing with the Hispanic community in our area.
Jenai Morehead	I agree with Glendon and Luz. We need paid staff.
Sheila Lee	What items do you feel are necessary for a successful Cool Center program?
Glendon Morales	Utilities, games, movies, bingo w/game prizes for elderly, compact fluorescents, educational materials, office supplies, and direct support from related programs, ie. refrigerator installation, etc.
Alida Plascencia	Electric bill, transportation, games, fliers, coloring books for youth on energy conservation, etc.
Luz Gallegos	Educational materials, liability insurance, and I agree with everyone else.
Jenai Morehead	I agree with everyone else.
Mariana Campbell	What types of facilities were used for the Cool Center sites?
Luz Gallegos	The one cathedral city was a church. The one in Blythe was a community-based organization. The one in Perris was at TODEC's main office.
Jenai Morehead	Two senior centers and one church.
Glendon Morales	Mostly senior centers and community centers.
Alida Plascencia	Different types of sites.
Sheila Lee	Where do you think the centers should be located, ie., centers in same city, distance, etc.
Jenai Morehead	No bad place to put a center.
Luz Gallegos	In some cases, there is a trust issue. TODEC ran a center in 2005 with unrestricted funds. Because of possible trust issues and the different populations served, I don't feel that there is a bad place for a center.
Glendon Morales	No bad place for a center.
Alida Plascencia	I agree with Glendon. 60% of the County is desert. I think a Cool Center should be offered in every city if possible.
Janet Hough	Populations targeted may play into where sites are located. Two centers in a particular city may have different focuses, ie. One is a senior center and one is a youth center.
Sheila Lee	What costs do you think should be covered under Administration?
Luz Gallegos	Accounting, Evaluation, etc.
Glendon Morales	Outreach/Education, Accounting, mileage, etc.
Jenai Morehead	I agree with Glendon and Luz. Accounting, Supervisors, etc.
Alida Plascencia	I support all comments made. In addition to telephone calls, faxes, communications, outreach, etc.
Hazlyn Fortune	What amount was spent for administration?
Glendon Morales	Approximately \$10,000 per site.
Luz Gallegos	Approximately \$10,000 per site.
Jenai Morehead	Same as Glendon and Luz.
Alida Plascencia	I'm not sure how much was spent on Administration due to the fact that CSBG funds were used for Administration costs.

Appendix I

PG&E Cooling Center Program Budget

Costs include program design and development which would not continue in the following years



**PG&E Gas and Electric Advice
Filing List
General Order 96-A, Section III(G)**

ABAG Power Pool	Douglass & Liddell	PG&E National Energy Group
Accent Energy	Downey, Brand, Seymour & Rohwer	Pinnacle CNG Company
Aglet Consumer Alliance	Duke Energy	PITCO
Agnews Developmental Center	Duke Energy North America	Plurimi, Inc.
Ahmed, Ali	Duncan, Virgil E.	PPL EnergyPlus, LLC
Alcantar & Kahl	Dutcher, John	Praxair, Inc.
Ancillary Services Coalition	Dynegy Inc.	Price, Roy
Anderson Donovan & Poole P.C.	Ellison Schneider	Product Development Dept
Applied Power Technologies	Energy Law Group LLP	R. M. Hairston & Company
APS Energy Services Co Inc	Energy Management Services, LLC	R. W. Beck & Associates
Arter & Hadden LLP	Exelon Energy Ohio, Inc	Recon Research
Avista Corp	Exeter Associates	Regional Cogeneration Service
Barkovich & Yap, Inc.	Foster Farms	RMC Lonestar
BART	Foster, Wheeler, Martinez	Sacramento Municipal Utility District
Bartle Wells Associates	Franciscan Mobilehome	SCD Energy Solutions
Blue Ridge Gas	Future Resources Associates, Inc	Seattle City Light
Bohannon Development Co	G. A. Krause & Assoc	Sempra
BP Energy Company	Gas Transmission Northwest Corporation	Sempra Energy
Braun & Associates	GLJ Energy Publications	Sequoia Union HS Dist
C & H Sugar Co.	Goodin, MacBride, Squeri, Schlotz &	SESCO
CA Bldg Industry Association	Hanna & Morton	Sierra Pacific Power Company
CA Cotton Ginners & Growers Assoc.	Heeg, Peggy A.	Silicon Valley Power
CA League of Food Processors	Hitachi Global Storage Technologies	Smurfit Stone Container Corp
CA Water Service Group	Hogan Manufacturing, Inc	Southern California Edison
California Energy Commission	House, Lon	SPURR
California Farm Bureau Federation	Imperial Irrigation District	St. Paul Assoc
California Gas Acquisition Svcs	Integrated Utility Consulting Group	Sutherland, Asbill & Brennan
California ISO	International Power Technology	Tabors Caramanis & Associates
Calpine	Interstate Gas Services, Inc.	Tecogen, Inc
Calpine Corp	IUCG/Sunshine Design LLC	TFS Energy
Calpine Gilroy Cogen	J. R. Wood, Inc	Transcanada
Cambridge Energy Research Assoc	JTM, Inc	Turlock Irrigation District
Cameron McKenna	Luce, Forward, Hamilton & Scripps	U S Borax, Inc
Cardinal Cogen	Manatt, Phelps & Phillips	United Cogen Inc.
Cellnet Data Systems	Marcus, David	URM Groups
Chevron Texaco	Matthew V. Brady & Associates	Utility Cost Management LLC
Chevron USA Production Co.	Maynor, Donald H.	Utility Resource Network
City of Glendale	MBMC, Inc.	Wellhead Electric Company
City of Healdsburg	McKenzie & Assoc	Western Hub Properties, LLC
City of Palo Alto	McKenzie & Associates	White & Case
City of Redding	Meek, Daniel W.	WMA
CLECA Law Office	Mirant California, LLC	
Commerce Energy	Modesto Irrigation Dist	
Constellation New Energy	Morrison & Foerster	
CPUC	Morse Richard Weisenmiller & Assoc.	
Cross Border Inc	Navigant Consulting	
Crossborder Inc	New United Motor Mfg, Inc	
CSC Energy Services	Norris & Wong Associates	
Davis, Wright, Tremaine LLP	North Coast Solar Resources	
Defense Fuel Support Center	Northern California Power Agency	
Department of the Army	Office of Energy Assessments	
Department of Water & Power City	OnGrid Solar	
DGS Natural Gas Services	Palo Alto Muni Utilities	